



State of Illinois
Department of Commerce and Economic Opportunity

Illinois Workforce Development

FPY'12/SFY'13 | ANNUAL REPORT



TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE



State of Illinois
Pat Quinn, *Governor*



I am pleased to present the 2013 Illinois Workforce Development Annual Report which outlines our accomplishments, illustrates the innovative strategies we have implemented and highlights the successes of individuals and businesses that have benefitted from our strong public-private partnerships.

While we've seen some improvement in the State's economy, it remains imperative that we equip all workers, especially veterans, individuals with disabilities and the long-term unemployed, with skills in growth sectors of our economy.

Our work over the last year, matching workers with expanding industries, has resulted in providing approximately 7,000 employers with qualified workers through our WIA program and training over 1,700 incumbent workers in 196 businesses.

I am proud of our initiatives and our commitment in meeting the employment and training needs of Illinois' workforce. The success stories included within these pages show the positive economic impact that occurs by matching skilled workers with small and large businesses. It is with privilege I lead the agencies serving the citizens of Illinois impacted by these innovative programs.

A handwritten signature in black ink that reads "Pat Quinn". The signature is fluid and cursive, with the first letters of "Pat" and "Quinn" being capitalized and prominent.

Pat Quinn, *Governor*
State of Illinois

A MESSAGE FROM IWIB CO-CHAIRS



John Rico
Rico Enterprises
Co-Chair
Illinois Workforce
Investment Board

As the Co-Chair of the Illinois Workforce Investment Board (IWIB), I have the pleasure of working with key business leaders as well as state agencies and important community partners to ensure Illinois' workforce remains globally competitive. Active business participation is the cornerstone to developing public-private partnerships that provide economic benefits to both employers and job seekers. Working through an employer driven task force structure that focuses on a broad spectrum of relevant workforce issues in Illinois, the board is able to provide guidance and recommend best practices that meet the unique needs of each regional and local economy.

Over the past year, the IWIB has been actively working to formulate strategies to address workforce needs, particularly as they relate to the issues posed by diminishing funding levels. The stories interwoven throughout this report are a vivid testament to the successful public-private partnerships we have in Illinois. Through the IWIB, we will ensure that we remain uniquely positioned to stay at the forefront of providing innovative solutions that hinge on these strong business models.



Adam Pollet
Director
Illinois Department of
Commerce and Economic
Opportunity

As the Director of the Department of Commerce and Economic Opportunity (DCEO) and Co-Chair of the Illinois Workforce Investment Board (IWIB), I am pleased to present the 2013 Workforce Development Annual Report. Over the years, DCEO has consistently led the effort of integrating workforce programs into economic development initiatives through its active partnerships with business leaders in growing and emerging industries. My goal as Director this first year, has been to increase these integration efforts that will provide the private sector with the skilled workforce they need to grow in the Illinois economy.

In addition, my Office of Employment and Training has worked to redirect resources in a way that maximizes innovative solutions that include continually updating the Illinois workNet portal including its mobile applications, increasing public-private partnerships and leveraging Federal resources to support Illinois businesses. These targeted strategies allow the state to continue moving forward in providing effective services to our customers within the available Federal funding structure.

DCEO remains committed to providing Illinois businesses with a strong workforce delivery system that ensures quality services for both employers and workers. I look forward to continuing our work together to maintain Illinois' world class workforce.

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TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

Introduction

The 2013 Workforce Development Annual Report highlights Illinois' continued commitment to adapt to the changing needs of the job market to create, expand and sustain career opportunities for its citizens. This report not only paints the picture of Illinois' success in achieving its workforce goals by meeting its performance measures, but it provides real examples of how businesses and individuals have benefitted from state and locally administered Workforce Investment Act (WIA) programs and services for Federal Program Year 2012 and State Fiscal Year 2013 (FPY'12/SFY'13). The examples within this report provide a vivid representation of how public and private partnerships in Illinois address its workforce and economic development needs.

While Illinois achieved its workforce goals, the ability to enact policy and support strategic initiatives remains hindered by the reduction in set-aside funding from 15% to 5%. Historically, state set-aside funding is integral to creating innovative solutions to regional economic issues that hinge on the proven concept of public-private partnerships. This funding reduction negatively impacts the state's ability to strengthen the linkage between workforce and economic development strategies.

To ensure these public-private partnerships remained core in addressing the needs of employers and jobseekers, Illinois focused on three primary areas discussed below and demonstrated within the pages of this report. First, Illinois completed a comprehensive rewrite of the State Plan to renew its vision for workforce services. Second, Illinois aggressively pursued and was able to secure additional federal and state funding to advance employment strategies in targeted sectors and populations, support communities impacted by floods through short term employment, and create summer youth employment opportunities statewide. Finally, to align the organizational structure with the new direction, a restructuring of DCEO's Office of Employment and Training (OET) occurred.

State Plan

Illinois' comprehensive rewrite of its State Plan updated the strategy for aligning investments in economic development, workforce development and education initiatives. While the two overarching goals remain steadfast, the strategies for implementing have shifted based on the current needs of businesses and the economic climate.

- To create and retain jobs to meet the needs of employers, and;
- To expand career opportunities for youth and adults throughout the state.

Key strategies for achieving these goals are:

- **Sector-Focus.** Align state, regional and local initiatives around key industry sectors critical to economic development such as manufacturing, agriculture, information technologies and healthcare.
- **Public-Private Partnerships.** Meet employer needs and expand career opportunities for workers through state, regional and local public-private partnerships focused on targeted sectors and/or targeted populations, such as returning veterans, ex-offenders and people with disabilities.
- **Credential Attainment.** Increase worker access to quality education degrees, industry-recognized certifications and other types of credentials. This strategy should improve access by providing a wider set of quality education, training and credential attainment options throughout the state.
- **Flexible Education and Training Opportunities.** Expand access of employers and workers to a wide range of flexible education and training opportunities especially in demand occupations facing the most critical state and regional skills shortages. These opportunities include classroom and "learn-and-earn" models such as incumbent worker training, on-the-job training, registered apprenticeship, customized pre-employment training and work-based learning. They also include integrated academic

and technical instruction such as bridge programs, as well as redesigned programs of study leading to stackable credentials. Based on the proposed draft recommendations from the Illinois Workforce Investment Board (IWIB) Entrepreneurship Task Force, they also will include entrepreneurship skills.

- **Integrated and Seamless Services.** Provide workforce services through the seamless and comprehensive integration of education, training and support services that are delivered through the public workforce system and supported by coordinated state agency policies and guidance as well as local service delivery agreements. These services will be supported through the advanced use of technology tools and resources including the Illinois workNet® Portal, Illinois workNet® Job Prep Mobile Application and Illinois JobLink.
- **Employer and Jobseeker Services.** Improve employers and jobseekers access to information and provide assistance in filling critical job openings with qualified jobseekers. DCEO will work with public and private strategic partners and stakeholders to make the workforce system more responsive to the needs of both employers and jobseekers by providing accelerated skills training in shorter time frames and in quantities that meet demand. We will also continue the development and deployment of tools that make it easier to gain access to skills training and to connect with each other. Layoff aversion, through skills training of incumbent workers at risk of losing their jobs, will remain a high priority.
- **Data-Driven Solutions.** Advance the use of labor market information and education data systems to anticipate and respond quickly to employer and worker needs while continuously improving the performance of state and regional workforce initiatives.

Competitive Grants

Illinois' aggressive pursuit to secure additional federal and state funding to advance employment strategies in targeted areas, sectors, and populations resulted in awards of approximately \$25 million. Specifically, Illinois received:

- \$12 million through a Workforce Innovation Fund (WIF) grant to plan and implement accelerated manufacturing training programs.
- \$3.6 million as part of the Dislocated Worker Training National Emergency Grant (NEG) to

provide training for dislocated workers in demand occupations. In addition, Illinois completed implementation of a \$3.2 million NEG grant for On-The-Job Training to train Dislocated Workers targeting the long-term unemployed.

- Up to \$2 million from an NEG grant in response to flooding and severe weather in the Central and Northern Illinois areas provided clean up and rebuilding services. A previously issued \$4.3 million NEG grant continues to assist Southern Illinois communities in their rebuilding and clean-up efforts following the natural disasters of 2010.
- \$1 million in a Workforce Development Data Quality Initiative grant to implement a revised longitudinal data system in partnership with the Illinois Department of Employment Security.

In addition, DCEO secured \$6.6 million of a \$14 million state general revenue fund grant to operate a summer youth program in the summer of 2013. DCEO was selected because of their positive performance administering summer youth projects in years past in partnership with its WIA Youth providers. The program served more than 2,600 youth over the course of the grant.

Restructuring

Finally, DCEO's OET recognized the need to have a comprehensive Rapid Response Unit to serve the dislocated workers in an environment in which funding restrictions have necessitated more strategic program organization. Restructuring the OET allowed for critical development of the framework which led to an expansion of rapid response functions. As part of this continued effort, the department has used state level Rapid Response funds to address significant dislocation events as well as create layoff aversion strategies to ensure Illinois remains competitive.

During the process of OET restructuring, United States Department of Labor-Employment and Training Administration (USDOL-ETA) Training Employment Notice (TEN) 09-12 was issued, lending additional support to the concept of an expanded Rapid Response Unit. OET's Rapid Response Unit is not only aligned with the Department of Labor's vision of providing consistent, timely, high quality and innovative rapid response services, but is also a critical component of the Governor's strategy to align economic development, workforce development and education initiatives.

As you explore these pages, you will read about a diverse display of initiatives, from on-the-job training to sector partnerships to the formation of specialized working groups, all designed to address Illinois' ever-changing employment landscape. This process will not cease with the end of this report as new challenges and opportunities will emerge. They will continue to be met with innovative solutions, which are the hallmark of our success.

The strategic development of a new state plan, the attainment of supplemental funding streams and the restructuring of DCEO's service delivery model are aspects of a reinvigorated workforce development system in Illinois. You will find elements of these strategies throughout the report as the state continues to adapt to the changing needs of the workforce and the business community.

RAPID RESPONSE


Berkeley Contract Packaging Edwardsville, Illinois

LWIA 22

Berkeley Contract Packaging filed a Worker Adjustment and Retraining Notification (WARN) notice in May 2013, indicating it would lay off 161 workers in July. Upon receiving the WARN, DCEO contacted the Berkeley's corporate office, where it was learned that the company intended to move the Edwardsville operation to one of its facilities in Pennsylvania, due to the fact it had lost its building lease. Rapid Response services were discussed at that time. Subsequently, when the Edwardsville site manager was contacted, he indicated that he was looking for an interim production facility in order to avert the layoffs, and inquired about building occupancy codes and potential locations. This request was further discussed with LWIA 22 and the site manager was referred to Madison County economic development staff. At the same time, since it could not be determined whether or not the referral would result in layoff aversion, a Rapid Response initial on-site teleconference was scheduled in order to prepare for the layoffs. On the day that the initial on-site meeting was to take place, DCEO staff was contacted by the Edwardsville site manager and advised that the company had successfully secured an interim facility about a mile and a half away from its current location. All of the workers would transfer to that facility, production would continue as normal, and no layoffs would occur. He also reported that the company was "very close" to obtaining a permanent location in the Edwardsville area.



Illinois Workforce Investment Board



The Illinois Workforce Investment Board (IWIB) facilitates workforce development services and programs in such a way that together the government and the private sector can meet the workforce needs of employers and workers. Appointed by the Governor and charged with the task of reviewing the progress of the state's workforce planning efforts, the IWIB leads the various initiatives described throughout this report and is integral in the development of the implementing policies. To meet this directive, the IWIB in accordance with federal legislation, includes leaders from business, state agencies, industry, labor, education and community-based organizations. Co-chairs for the IWIB are appointed by the Governor. John Rico, President and CEO of Rico Enterprises, serves as the private sector co-chair. Adam Pollet, Director of the Illinois Department of Commerce and Economic Opportunity (DCEO) represents the Governor's Office.

Through a task force structure, representatives from the mandated and optional private/public partners develop recommendations to present to the full IWIB for consideration. All policies developed or commented upon through the IWIB structure include input from the public and workforce partners. The following IWIB Task Force committees met during FPY'12/SFY'13:

- Entrepreneurship Task Force
- Legislative Task Force
- Healthcare Task Force
- State Energy Sector Partnership (SESP)

Entrepreneurship Task Force



Entrepreneurship is not only a driver of new economic growth but also a backbone of the U.S. and Illinois economy. To provide a deeper analysis of the role that entrepreneurship and expanded entrepreneurial learning can and should play in the education and workforce system in Illinois, the IWIB established the Entrepreneurship Task Force. This task force was a collaborative effort between state agencies, business and corporate leaders, non-profits, educators and entrepreneurs and was charged with coming up with recommendations to present to the full IWIB in December of 2012. Group recommendations focused on entrepreneurship advocacy and visibility, teacher and faculty professional development, and improving entrepreneurial linkages and workforce alignment. Findings suggest that skills tied to entrepreneurial learning involve not only business foundations and digital/technological skills, but also communications, interpersonal ability and behavioral traits such as curiosity, resourcefulness and persistence. For more information regarding the recommendations of the task force, visit illinoisworknet.com and click on "WIA Board Activity."

Legislative Task Force

The Legislative Task Force was established to respond to the funding cuts and legislative challenges of the workforce development system. Since its creation, the members have been active in the legislative process meeting with the majority of Illinois'

Congressional Delegation including Senator Durbin and Senator Kirk. These meetings exemplify the importance of this medium of responding to the changing economic conditions and performance outcomes of public-private partnerships used to create workforce solutions. They have been coordinated with business representatives in each respective district and have become increasingly important to the reauthorization efforts of WIA that have taken place in both Congressional Chambers. Staff has submitted to policymakers suggested language for WIA reauthorization legislation. Additionally, task force members have begun work to identify the optimal structure of partnerships with private sector industries to ensure the necessary skills are effectively incorporated into training programs.

Healthcare Task Force

In March 2013, the IWIB reinstated the Healthcare Task Force to address the growing issues of a shortage in the healthcare workforce. Beginning in 2014, more than a million currently uninsured Illinois residents will have access to some form of healthcare coverage through the implementation of national and state reforms. These reforms and other key trends, such as population growth and aging, will intensify state and regional healthcare workforce shortages. A previous Healthcare Task Force focused on the nursing shortage and establishing a broad healthcare career pathways approach for high school students. The new Task Force will build on these efforts and



address the more current and projected workforce shortages with a stronger focus on adult career pathway strategies especially for community-based healthcare delivery. Objectives will include:

- Work with the Governor's Healthcare Council and Work Group to analyze the impact of national and state healthcare reforms, especially Medicaid expansion and Affordable

Care Act (ACA) implementation, on current and a projected healthcare workforce shortage;

- Develop estimates of the most critical current and projected healthcare workforce shortages building upon the work of the previous healthcare taskforce;
- Identify current challenges and barriers to healthcare employment;
- Explore national, state and local models for addressing these shortages including career pathway models that create advancement opportunities for existing front-line healthcare workers (e.g., community healthcare workers); and
- Make recommendations on how to best address healthcare workforce shortages through these models.

State Energy Sector Partnership (SESP)



Illinois has completed the projects related to a \$6 million State Energy Sector Partnership (SESP) Training Grant under the American Recovery and Reinvestment Act (ARRA). Since the initial launch of Illinois' SESP program, eight regional grantees have been providing local-level training initiatives that have had an immediate impact on industry/market opportunities and workforce development in their regions. A grant modification was requested and approved by USDOL allowing the projects to continue services through June 30, 2013. Training activities centered on certification needs associated with the following areas:

- Home weatherization and energy auditor training; certification training, entrepreneurial resources, support services, and placement assistance for the Building Performance Institute (BPI) Certification; and assistance for the new "Lead-Free" soldering manufacturing process.
- Energy Efficiency and Renewable Energy Industry training specializing in Wind Turbine Technical, BPI Building Analyst

and BPI Insulation & Air Sealing Professional Certifications.

- Basic Construction training, Energy Efficiency Installer training featuring BPI Building Envelope Specialist Certification and USGBC Basic Sustainable Awareness Certification, and Crew Chief Training and Leadership in Energy & Environmental Design (LEED) Green Associate Certification.
- A seven month college-accredited training course in the gas sector resulting in placements with Peoples Gas and Building Operator Certification training with the Midwest Energy Efficiency Alliance (MEEA).
- Wind Energy Technician training program, as well as industry-specific personal climb certifications.
- Diagnostic Energy Tester training in cooperation with MEEA.
- Heating, Ventilation and Air Conditioning (HVAC) Technical training, LEED Green Associate training, Solar Photovoltaic training and Architectural Construction.
- Geothermal Installer training for incumbent dealer-contractor, mechanical contractors, and loop installation/drilling contractors and Bio-Diesel Fuel Manufacturing Training.
- Support of the HIREducation Energy Initiative through training to build capacity of regional energy programs.

Program Results included:



- 2,057 Individuals were enrolled in the various programs and began training (1,039 during FPY'12/SFY'13).
- 1,785 Individuals successfully completed training (1,300 during FPY'12/SFY'13).
- 1,188 Individuals attained at least one credential as a result of the training they received (728 during FPY'12/SFY'13).
- 1,601 Individuals were employed, or were incumbent workers who were retained or received promotions as a result of the training they received through the program (1,601 during FPY'12/SFY'13).

SESP Projects included:

- Bloomington Illinois, United Workforce Development Board
- Champaign Illinois in cooperation with Parkland College
- Chicago Illinois, Chicago Workforce Investment Council
- Danville Illinois in cooperation with Danville Area Community College
- Peoria Illinois, City of Peoria, Workforce Development Department in cooperation with Illinois Central College
- Rockford Illinois, Workforce Investment Board
- Springfield Illinois, Land of Lincoln Workforce Alliance in cooperation with Lincoln Land Community College

Green Manufacturing Network

The Green Manufacturing Network (GMN), managed by Delta Institute emerged as a regional tool to support manufacturers and enhance their ability to compete globally by streamlining

their operations, eliminating waste and inefficiency, and further cultivating their employee base.

Engaging with manufacturers to provide technical support proved to be an important aspect of the project and was administered by the University of Illinois Business Innovation Services (UIBIS). Additionally, UIBIS administered a training program in cooperation with the Delta Institute which trained 674 incumbent workers. Results of the training demonstrate the positive impact that improved energy performance has on the profitability, viability and success in the manufacturing sector.

Delta Institute was also tasked with developing a SESP collaborative network which convened the grantees in a peer network to facilitate resource and idea sharing, collaborate on work products, identify and develop common goals and create a dynamic, vibrant sustainable network.


GREEN JOBS

Mike Callahan
Saunders Insulation
Rockford, Illinois

LWIA 3

Mike Callahan was unemployed when he entered the Green Energy training program offered by the Boone and Winnebago Counties Workforce Investment Board through the State Energy Sector Partnership (SESP) grant in 2012. With Mike's strong background in math and science, counselors thought he would be an excellent candidate for training in energy efficiency and green manufacturing. Several months after he completed his initial training, program organizers connected Mike to a potential job opening at Saunders Insulation, a Rockford area based company that provides home energy auditing services. Through SESP grant support, he received on-the-job training, and obtained certifications in HERS Rater, BPI Analyst and Envelope. Mike has been employed by Saunders since January 2013.

Regional Economic Development & Sector Initiatives



Over the past decade, Illinois has been at the forefront of innovative solutions focusing on public-private partnerships that help address critical skills shortages in local and regional economies. In 2010, Congress enacted Public Law (P.L.) 111-10 which reduced the statewide set-aside funding from 15% to 5%. This reduction in flexibility has had a negative impact on the state's ability to serve those in need of employment and training services and has limited the state's innovative ability to create public-private solutions. State agencies along with our business partners are actively educating policymakers concerning the importance of restoring the 15% statewide set-aside funding along with crafting a balanced alternative to sequestration to avoid any further constraints on serving the people of Illinois.

Agriculture Initiative

The Land of Lincoln Legal Assistance Foundation utilized a \$100,000 grant to create and provide legal technical assistance guides for local farmers. This capacity building project met the need of local producers to be informed about the legal and regulatory issues related to food production.

Information Technology Initiatives

Best Buy Project

Best Buy's interest in hiring veterans along with their need to fill positions with skilled workers in their Service Centers and Geek Squad precincts created a unique public-private partnership. Through DCEO's investment of \$412,500, TEC Services and Best Buy created an eight-week accelerated program that combined work readiness and classroom instruction with on-the-job training to provide veterans with the skills needed for positions as PC Repair Technicians, TV Repair Technicians, Shipping and Receiving Specialists, as well as Parts Specialists. Of the 39 veterans who received training, 33 completed the program and 16 entered employment, eight went to college and two became self-employed.

Based on initial results, Best Buy estimates that selecting individuals from this program would result in a 65% reduction in the cost



AGRICULTURE INITIATIVE





to hire and train a new employee. Other Best Buy Service Center locations across the country, along with senior management have expressed interest in implementing this program.

Skills for Chicagoland's Future

A \$350,000 Information Technology sector grant was received by Skills for Chicagoland's Future (formerly Chicago Career Tech) to train a minimum of 40 unemployed veterans through its "Pathway to Employment" program. This model works with employers through a consultative approach, engaging hiring managers, human resource staff, and training and development partners to ensure the training and retooling solutions they offer meet the business' needs. To date, eight participants have exited the programs and have secured employment in the insurance and technology fields with annual salaries of \$40,000-\$50,000. The grant is still active and continues to enroll participants and employers in the program.

Mobile App for Job Clubs

The i.c. stars program, an organization that provides technology-based career training for young adults, continued to oversee

development and implementation of a Mobile App for Job Club through a \$181,548 grant provided by OET. The project allowed key components of the Job Club, virtual Illinois workNet, to function on participant's smart-phones. Additionally, the young adults in the program were provided with mentoring, work experience, and on-the-job training. The application, known as Job Prep, is available for both the iOS and Android operating systems.



Manufacturing Initiatives

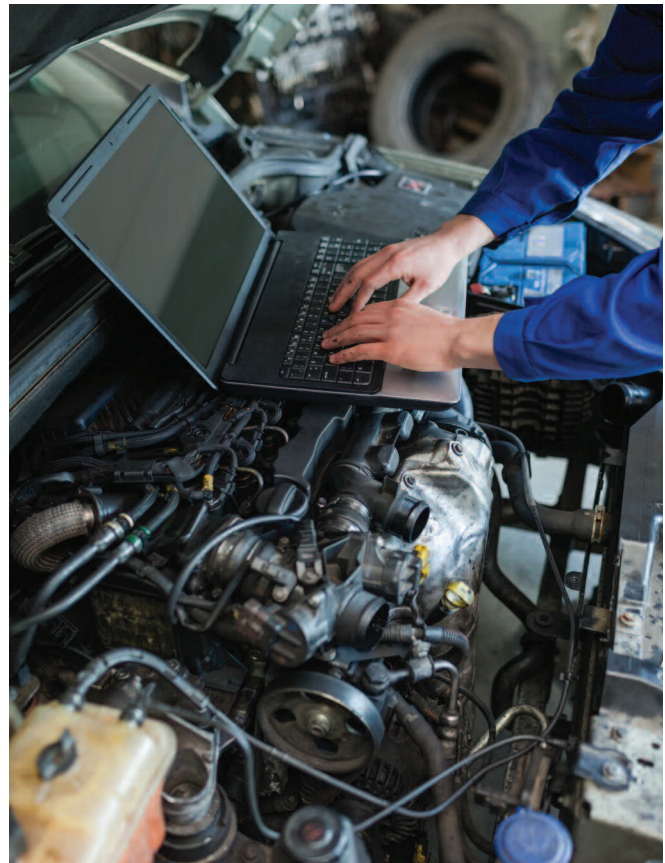
North Business and Industrial Council

The North Business and Industrial Council (NORBIC) and DCEO collaborated with WIA agencies and members of its network of manufacturing employers and training providers to upgrade the skills of dislocated workers. NORBIC received a grant of \$577,325 to provide classroom training or on-the-job training (OJT) to prepare individuals for careers in manufacturing. Thirty-one individuals were placed into OJT, while ten received services through the traditional individual training

account (ITA) model. Of these 41 dislocated workers, 34 transitioned to permanent employment in jobs with average hourly wages in excess of \$18.50 per hour. In addition, NORBIC assisted five local workforce areas in identifying employers to hire 27 of their WIA participants into OJT opportunities.

University of Illinois Business Innovation Services

A \$600,000 grant was provided to the University of Illinois Business Innovation Services (UIBIS) to work with Illinois companies to conduct incumbent worker training for layoff aversion through a continuous improvement approach. This project is unique in that it addresses competitive challenges faced by companies through the implementation of quality initiatives designed to have company-wide impact. These include lean manufacturing, Six Sigma, green technology, innovation methods, and the latest quality standards, by offering specific technical training to supplement internal continuous improvement efforts within a company. The primary focus is employers in the manufacturing, healthcare, information technology, transportation, distribution and logistics (TDL), and agriculture sectors. Through the end of the program year, this grant had trained 893 individuals at 23 employers.



MANUFACTURING



Mitchell Rittorno, Machinist
NORBIC
Lake Zurich, Illinois
LWIA 1

Mitchell Rittorno had 34 years of service as a machinist before being laid off when the company he worked for moved to Mexico. After 2 years of searching for a job in the same line of work, sometimes driving long distances in the process, he entered the Trade Adjustment Assistance Program (TAA). Through TAA, he was placed in an on-the-job-training (OJT) program for Computer Numeric Control Manufacturing (CNC) with DMS out of Lake Zurich.

Computerization of the machining industry was a major challenge for Mr. Rittorno who had never used a computer until it became an important part of his job search. Computer use is an integral part of his job now and his CNC training has equipped him with the skills to continue to adapt to technological advances in the advanced manufacturing industry. AT DMS, Mitchell is learning the entire process of production, which provides him with a greater understanding of how his role fits into the larger picture. Mr. Rittorno plans to spend the rest of his career with DMS. Of his experience with the workforce program, he exclaimed, "I think it's a great program. I can't imagine why they'd just pay you unemployment instead of reimbursing someone that is teaching you something and keeping you working."

MANUFACTURING

FLEXCO

Downers Grove, Illinois

LWIA 6

FLEXCO, located in Downers Grove, is an industrial facility that manufactures belt fasteners, lacing, and conveyor belting tools. To avert layoffs, FLEXCO received an investment of \$7,710 in DCEO WIA funds, to work with the University of Illinois Business Innovation Services to provide skills upgrade training to 11 staff. This initiative focused on strategies and tactics that will continue to make FLEXCO competitive in a global marketplace by training employees with the skills necessary to build its export capability. As a result of this training, FLEXCO made improvements in their operations, management, profitability, employee morale, customer satisfaction, communication, and teamwork.

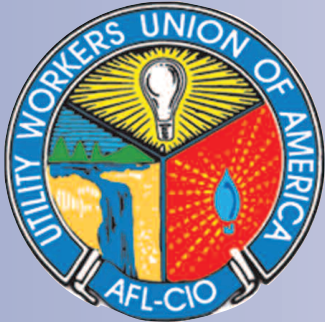


ILLINOIS

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

BIS

ENERGY



**Utility Workers Union
Of America, AFL-CI**
Downers Grove, Illinois

LWIA 6

A training program created through a public-private partnership with City Colleges of Chicago, Utility Workers Union of America (UWUA) – Local 18007 and utility related employers such as Peoples Gas, develops highly skilled, on-the-job trained workers for entry into the Illinois natural gas industry. This training to placement model blends classroom instruction with OJT opportunities, accelerating participants' entry into full-time employment through real-world application of skills. In addition, while in training, students may access supportive services such as transportation costs. DCEO contributed just over \$1 million toward this program, of which \$525,000 was specifically to train veterans. Of the 75 participants who have completed the program, 44 have obtained permanent full-time employment. The average starting wage for these new workers is \$23.00 per hour, plus benefits.

Workforce Innovation Fund Initiatives

Through a partnership between DCEO, the Illinois Department of Employment Security, the Illinois Community College Board and the Illinois Pathways Manufacturing Learning Exchange, Illinois received approximately \$12 million from the DOL Workforce Innovation Fund (WIF) to implement an Accelerated Training for Illinois Manufacturing (ATIM) initiative. A portion of the grant (\$6.4 million) is set aside to train at least 600 WIA eligible individuals in manufacturing occupations. Agency partners and DCEO will use the remaining \$5.6 million for system development, project implementation, and evaluation. This past program year was primarily a planning period to identify projects and clientele. During the program year, OET worked with DOL and the state partners to develop and refine the overall program model. Following DOL approval of the program model, OET

issued a project Request for Application (RFA), provided extensive technical assistance to prospective bidders and issued grants to five regional projects. There are key elements to the program:

1. Responding directly to regional demand to fill current manufacturing vacancies and near-term projected job postings through unprecedented levels of employer involvement;
2. Providing accelerated industry-recognized skill training and credentials along with OJT opportunities so employers know trainees are ready for work on day one; and
3. Increased integration of services through multiple programs to get people trained rapidly and into good paying jobs.

The project has a strong evaluation component that will track the progress off all enrollees and compare them to a control group to determine the impact of the program.

Five Participating Regions

PROJECT AREAS	LEAD LWIA	OTHER LWIAs	COUNTIES	PLANNED PARTICIPANTS	FUNDING
Rockford	3	5 (partial)	Boone, DeKalb, Stephenson, Winnebago	133	\$ 1,231,960
Collar Counties	10	1, 2, 5 (partial), 6, 10	DuPage, Kane, Kendall, Lake, McHenry, Will	177	\$ 2,027,250
Peoria/North Central	15	4, 14 (partial), 15, 16	Bureau, Carroll, Fulton, Hancock, Henderson, Jo Davies, Knox, LaSalle, Lee, Marshall, Mason, McDonough, McLean, Ogle, Peoria, Putnam, Schuyler, Stark, Tazewell, Warren, Whiteside, Woodford	91	\$ 991,312
Decatur/Central	19	14 (partial), 17, 18, 19, 20, 21 (partial)	Adams, Brown, Cass, Champaign, Christian, Dewitt, Ford, Iroquois, Logan, Macon, Menard, Montgomery, Morgan, Piatt, Pike, Sangamon, Scott, Shelby, Vermillion	88	\$ 960,025
Metro East	22	21 (partial), 22, 24	Bond, Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Randolph, St. Clair, Washington	111	\$ 1,189,453
TOTAL				600	\$ 6,400,000

National Emergency Grant On-the-Job Training

DCEO completed the implementation of the National Emergency Grant (NEG), On-the-Job Training (OJT) demonstration project using the funding awarded from a \$3.2 million competitive grant. This funding was distributed to 14 Local Workforce Investment Areas (LWIAs) to support and offset the cost of salary and training as part of an on-the-job training project targeting long term dislocated workers.

Initially, the success of the program was limited due to difficulties encountered in securing employers at the local level that were willing to participate. OET intensified technical assistance efforts and entered into agreements with industry associations to assist with employer outreach. Final outcomes placed 298 participants into OJT opportunities throughout Illinois at 124 employers in manufacturing, healthcare, construction, transportation/distribution/logistics and information technology industries.

National Emergency Grant Disaster Project

During Federal Program Year 2012, local governments in Federal Emergency Management Agency (FEMA) approved disaster areas continued their storm clean-up and rebuilding efforts that were necessary following severe weather incurred in 2010. The NEG Disaster project serves multiple purposes including: placing temporary workers with local governments to clean up public areas so that communities can recover from the devastation; providing a much needed paycheck to unemployed individuals; injecting significant funds into communities through payroll and local purchases of tools, equipment, and work clothing needed for the clean-up project; and assisting participants with finding permanent employment following their temporary work assignment. Funds for this grant were received from USDOL and totaled \$4.3 million.

The project is administered in southern Illinois by three WIA service providers in the affected areas: CEFS Economic Opportunity Corporation, Man-Tra-Con Corporation, and Shawnee Development Council. These agencies work with 30 communities

impacted by the severe weather to determine the need for clean-up assistance and develop plans to put local WIA eligible dislocated workers to work. Worksites included local governments such as cities and villages, counties, and state parks. The tasks performed included flood-related office tasks, as well as debris removal activities such as cleaning river fronts and drainage ditches, clearing levees, reseeding, removal of trash, driftwood and downed trees, repair of damaged trails and parks, and repairing flood-damaged facilities.

Through the first two years of the project, 241 WIA participants received paid work experience with grant expenditures totaling nearly \$4 million. With participants working for a period of up to six months and earning wages up to \$16.50 per hour, total payroll injected into southern Illinois communities to date is nearly \$2 million. Upon completion of temporary work assignments, participants receive assistance with obtaining permanent employment, receiving job search assistance and training. The project will end June 30, 2014 with the third and final year of the project focusing on placement into permanent employment for project participants.

DISASTER PROJECT



Jessica Van Meter
Harrisburg, Illinois
LWIA 25

Jessica was unemployed when she saw an advertisement for crew workers with the NEG Flood Recovery Program in the

Harrisburg newspaper. Upon passing all assessments, Jessica was offered a crew worker position for the City of Harrisburg.

Jessica began work in May 2012. She worked hard and was always willing to lend a hand to a struggling co-worker. Eventually, she was promoted to the crew leader position and also excelled in this area.

However, after her 1,040 hours were completed, she could not find employment on her own. Man-Tra-Con assisted her with mock interviews, updated her resume and recommended her to Aisin Manufacturing for an entry level position. Aisin interviewed Jessica, and eventually hired her. She now works on the second shift, has health insurance and enjoys her work.

DISASTER PROJECT



Jimmy Bailey
Brookport, Illinois
LWIA 25

Jimmy Bailey was a long-term unemployed individual when he came to Shawnee Development Council, Inc. as a participant in the NEG

Flood Recovery Program. Jimmy had exhausted both his unemployment and extended unemployment benefits. At age 56, and despite extensive experience as a maintenance mechanic, he had no luck finding employment.

Jimmy passed his prerequisite physical, drug screen and background check and was placed with the City of Brookport in Massac County. His strong work ethic combined with his abilities to use and maintain equipment was noticed by the city's mayor and leaders. Within four months of being placed in the NEG program, Jimmy was hired by the City of Brookport and currently serves as the street department supervisor.

Jimmy is a valued employ at the City of Brookport and has been an asset to both the City and the NEG program.

DISASTER PROJECT



William Mathews **Cave-in-Rock, Illinois** **LWIA 26**

William Mathews was a 32 year old, long-term unemployed worker when he came to Shawnee Development Council seeking work in the NEG program. William had held several jobs that lasted about 2 years each before lay-offs.

William needed a job and job opportunities are few in Hardin County, which historically has one of the highest unemployment rates in the state. After passing his physical, drug screening and background check, William was called in for safety training and placed with Hardin County, where he worked with a crew in Cave-in-Rock. His worksite supervisor quickly discovered that William was an excellent worker with leadership qualities. He could be trusted to stay on task and complete work assignments as well as direct his fellow workers. Previous employment also had provided him with experience in operating heavy equipment and welding, skills that could be transferred to meet the city's needs.

Upon completion of the program, William's supervisor pursued and secured a permanent position for him with the city.

Incumbent Worker Training – Local Area Formula Grants

Ten LWIAs set aside a total of \$405,095 of their Dislocated Worker funds to support incumbent worker initiatives; however, only four of those LWIAs actually funded projects in PY 2012. Nine IWT projects totaling \$210,859 provided training to 169 incumbent workers from 11 manufacturers. The number of layoff aversion incumbent worker training projects in the local areas continues to decline due to budget cuts and the increasing demand for dislocated worker services.

INCUMBENT WORKER TRAINING



SPARTAN
LIGHT METAL PRODUCTS

Spartan Light Metal Products **Sparta, Illinois** **LWIA 24**


Located in the Southwestern Illinois town of Sparta, Illinois (population 43,000), Spartan Light Metal Products employs 315 people and is an industry leader in both aluminum and magnesium custom die castings. Its reputation for quality, service and value has made Spartan a valuable partner with a wide range of manufacturers, including automotive, power tool, electronic components and many others. Spartan Light Metal Products specializes in producing high quality castings, and prides itself on delivering solutions that consistently meet customers' needs. Services include design, engineering assistance, and strict quality and process control for complex products. The company exports their products to destinations all over the world including China, Japan, Australia and Hungary.

When two of this country's largest automotive original equipment manufacturers requested specific improvements to service, quality and pricing as a condition of continuing orders, an efficiency strategy quickly became a priority.

Operating with a WIA Incumbent Worker Training grant from Local Workforce Investment Area 24, Spartan Light Metal Products developed a series of continuous improvement activities to optimize existing manufacturing operations, initiated a training program for its staff and is developing an efficiency plan for a new manufacturing line.

More importantly, Spartan Light Metal Products has kept these lines in its Sparta, Illinois plant. In addition, they have reversed an anticipated 10% staff layoff and are now poised to add 36 new employees.

Trade Adjustment Assistance Act Program



Over 4,600 Illinois workers, who lost their jobs due to international trade, received services this past program year through one of the three Trade Adjustment Assistance (Trade) programs. OET is the primary designated agency to administer the programs in conjunction with IDES. Benefits and services vary depending upon the applicable law at the time of certification. The programs are:

- Trade Adjustment Assistance Reform Act (TAA) of 2002
- Trade and Globalization Adjustment Assistance Act (TGAAA) of 2009
- Trade Adjustment Assistance Extension Act (TAAEA) of 2011

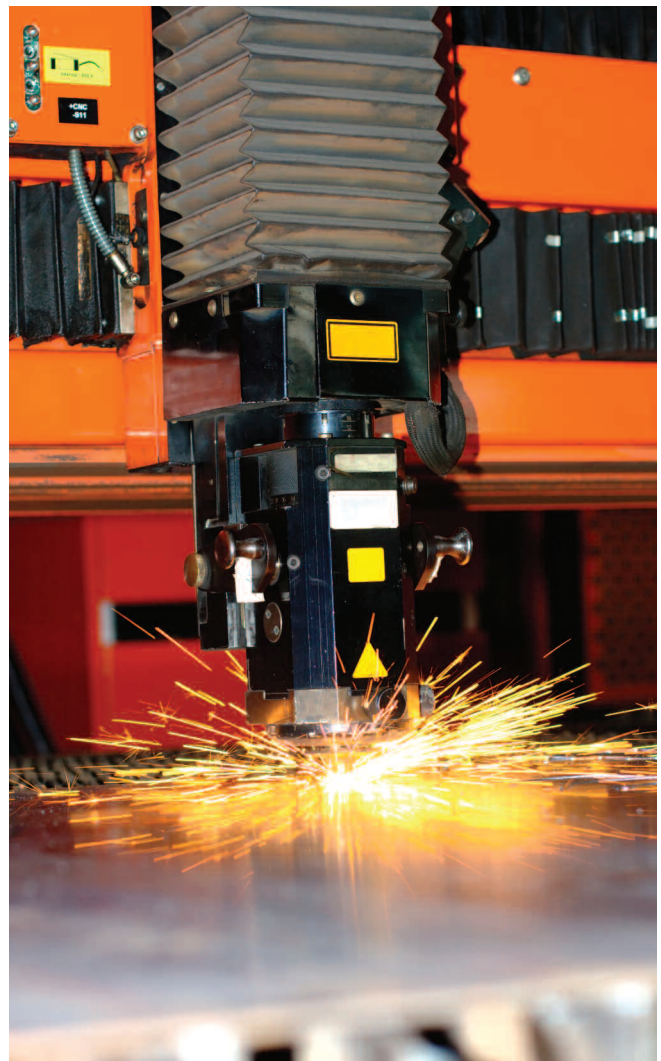
The Trade program assists workers in reentering the workforce as quickly as possible through a variety of benefits and services that may include:

- Job training (including payments for transportation and subsistence where required for training)
- Waivers from the training requirement for workers for eligible participants under certain circumstances including no training program is available, immediate enrollment is not available, or the individual is unable to participate in or complete training due to health reasons
- Income support in the form of the payment of weekly Trade Readjustment Assistance benefits to eligible participants
- Job search and relocation allowance

In addition, workers 50 years of age or older have the option to receive a temporary wage subsidy through the Readjustment Trade Adjustment Assistance (RTAA) Program. It is available upon prompt reemployment at a lower pay than their previous adversely affected employment as an alternative to training and other Trade benefits.

During FPY'12/SFY'13 Illinois expended more than \$6.4 million in combined training funds and provided 1,397 Trade affected workers with training services in demand occupations.

The law currently funding Trade activities, The Trade Adjustment Assistance Extension Act of 2011 (TAAEA) is set to expire at the end of this calendar year. Unless reauthorized, the Trade Program will revert back to the 2002 version of the law. OET is working with Congressional members to educate them on the importance of reauthorizing the program and are installing contingencies in the event the 2002 program is restored.



TRADE ADJUSTMENT ASSISTANCE



Julie Morton
Bloomington, Illinois
LWIA 16

In 2010, Julie Morton had just celebrated her 20th year of Employment with General Electric of Bloomington, Illinois. That facility, however, would close on October 31, 2010, and its jobs outsourced to other countries. Julie sought assistance from Career Link staff in the Bloomington, Illinois workNet Center, and retraining and educational options, through the Trade Adjustment Assistance Act (TAA) were discussed with her. Julie expressed an interest in pursuing a career in nursing and her case manager was very supportive.

While preparing for her facility's closure, Julie began to apply to nursing schools in the surrounding area and was accepted into a Bachelor of Science in Nursing (BSN) degree program. Throughout the two year process, Julie's case manager was encouraging and supportive. Following her graduation from nursing school in 2012, with a BSN, Julie successfully completed her registered nurse examination and subsequently received a job offer from a hospital. She thoroughly enjoys her job and her new profession, and is very grateful for the assistance, guidance and support she received throughout this transformational journey.

TRADE ADJUSTMENT ASSISTANCE



Monty Ellis
Mt. Vernon, Illinois

LWIA 25

Monty Ellis, 45, was a single dad raising two daughters when he was laid off from Neon/Everbright, LLC in Mt. Vernon in January of 2011. With the assistance of Man-Tra-Con and the Illinois workNet Center in Mt. Vernon, he learned about training opportunities in Industrial Electronics and Maintenance at Rend Lake College. After having worked as a Tube Bender at Neon for 22 years, Monty was able to return to school with funding from the WIA/TGAAA program. While attending school, he also helped tutor other students and was placed on the Vice President's list last year and the

President's list this year. He graduated from Rend Lake College on May 18, 2013, with a degree in Industrial Electronics/Maintenance.

Monty has this to say about his experience with Man-Tra-Con staff and services: "I worked making neon signs for 22 years. When I got laid off, I decided to go back to school and get a degree, but I didn't know where to start. When I found Man-Tra-Con, they helped me through the whole process of getting enrolled at Rend Lake College. They helped me with figuring out what degree would be best for me and after I got my degree, they worked with me to develop the best resume I have ever had. They are the most thoughtful and caring people you'll ever meet."

On June 3, 2013, Monty began working at Continental Tire as an Electrical Maintenance Worker earning \$7.00 an hour more than the salary at his previous job.

TRADE ADJUSTMENT ASSISTANCE



Heather Lowe
Mt. Vernon, Illinois


LWIA 25

Heather Lowe lost her job in April of 2009, after working for 5 years as a paint helper for Neon/Everbrite, LLC in Mt. Vernon. Six months after her lay off, Heather began working in Man-Tra-Con Corporation's Mt. Vernon office as a Peer Counselor through the AFL-CIO. While working as a Peer Counselor, Heather decided to take the GED test. After many hours of studying, she took the test and passed.

Heather was eventually called back to work at Neon, and then laid-off again in June of 2010. The event was classified as Trade Certified and Heather discovered she was eligible for TGAAA assistance. She decided it was time to go back to school. Heather had always been interested in working in the Healthcare field. She researched occupational data, and after a discussion with her husband, decided she wanted to be a nurse. Heather was excited because this was not only a field that interested her, but also a field where, after completing the program, she would be able to find a position earning a self-sufficient wage.

In August of 2011, Heather began the Licensed Practical Nursing (LPN) program at Rend Lake College. After 11 months of juggling the duties of wife, mother and student, she attended the LPN pinning ceremony and was included on the President's List for high grades. In August of 2012, Heather began the Associates Degree in Nursing (ADN) program at Rend Lake College and graduated in May of 2013. On August 19, 2013, Ms. Lowe began working at Crossroads Community Hospital in Mount Vernon Illinois.

Illinois Pathways



The IBRT believes that a skilled workforce is fundamental to economic growth for Illinois. It is ONE of the pre-requisites to innovation and future investment. The Learning Exchanges begin by acknowledging that there are tremendous employer-education partnerships that have flourished in schools and communities throughout Illinois. Illinois Pathways provides a coherent system in which these partnerships can be leveraged to greater scale so that more students, more teachers, more schools and more communities can benefit from them."

Jeff Mays
President, Illinois Business Roundtable



By 2018 Illinois employers will offer over 319,000 jobs requiring education and training in Science, Technology, Engineering and Math (STEM), increasing nearly 20 percent since 2008. According to Georgetown University, Center on Education and the Workforce, over 90 percent of those STEM occupations will require postsecondary education or training. To grow the economy and maintain its competitiveness, preparing students for STEM careers is essential.

Illinois' P-20 Council set a goal to increase the proportion of Illinoisans with high-quality degrees and credentials from 44 percent to 60 percent by the year 2025 to support this need.

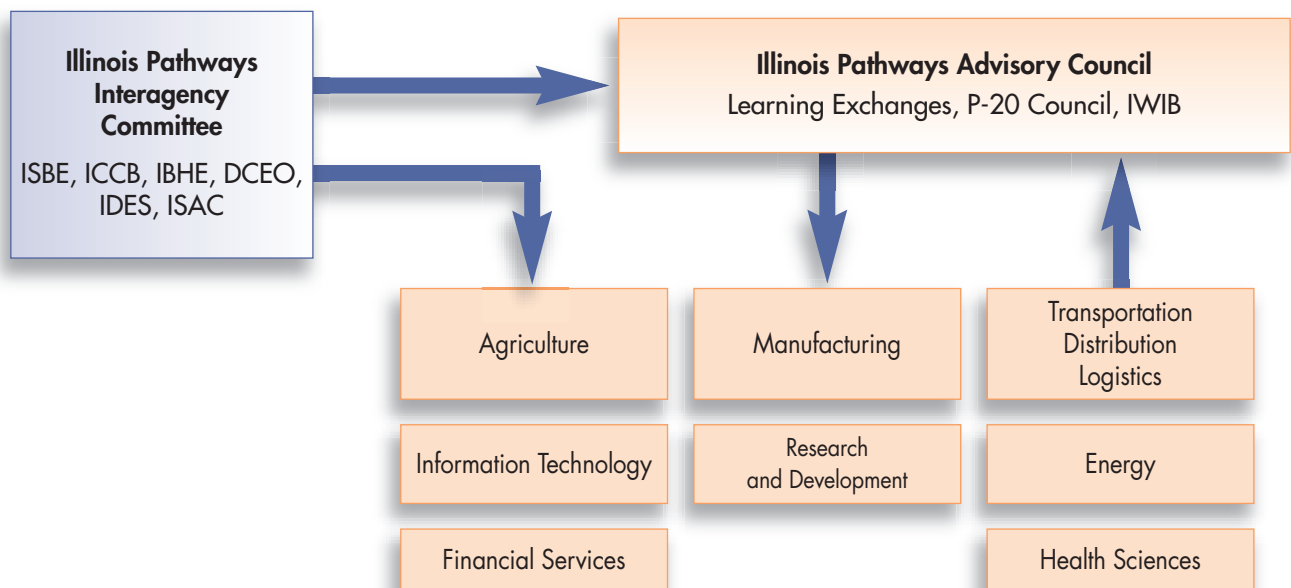
A new and innovative State of Illinois-led STEM initiative, Illinois Pathways provides a gateway to college and career readiness



for learners and better prepare youth and adults for transitions into employment. Through partnerships between the State of Illinois' education and economic development agencies, Illinois Pathways supports local programs that empower students to explore their academic and career interests through two strategies.

1. Better support local schools, postsecondary institutions, and programs to enable learners to explore their academic and career interests in STEM fields; and
2. Improve coordination of public and private investment, including business and industry, in supporting the development of a workforce that can be competitive in tomorrow's economy.

Illinois Pathways Resource Alignment



In addition, the Illinois Pathways initiative is also creating statewide, public-private partnerships known as Learning Exchanges to coordinate investments, resources and planning for these programs. Learning Exchanges provide a new infrastructure by voluntary association that helps coordinate investments at a statewide level to better connect and serve

local programs in a similar career cluster while also tracking local and statewide performance. To establish the Learning exchanges for all major sectors the Illinois Business Roundtable is working with leading industry groups. The implementation of the Learning Exchanges began in FPY'12.

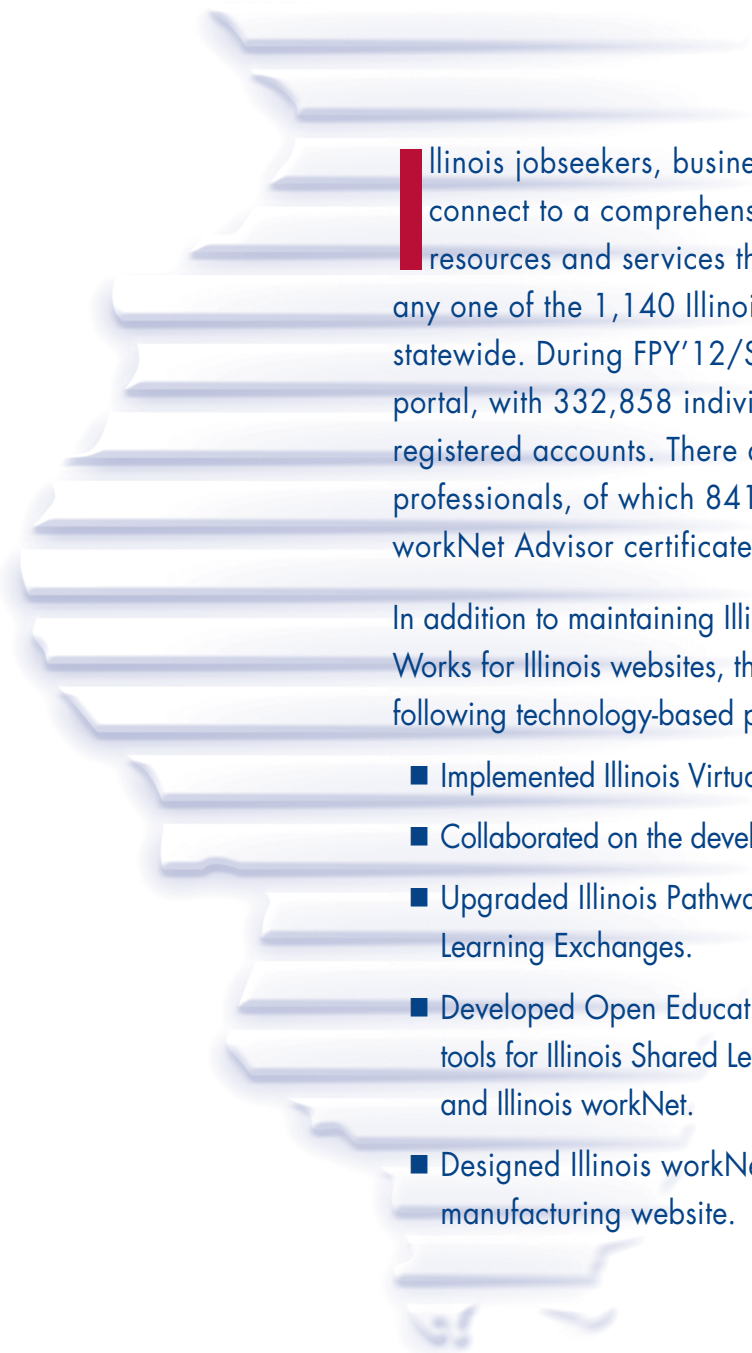


Each sector-based Learning Exchange is governed by a consortium of education, business and community partners with a specific entity serving as a fiscal agent to receive public investment. Learning Exchanges are required to have a state approved strategic plan and have a state designation, but

they operate as independent, voluntary public-private networks using the Illinois Pathways Initiative Governance Model. The lead entity for each STEM Learning Exchange is in the following chart.



Implementation Organizations	
	Illinois Foundation for Future Farmers of America Jess Smithers 217-893-0091 jsmithers@agriculturaleducation.org
	University of Illinois at Chicago Dr. Bruce C. Neimeyer 312-996-8820 neimeyer@uic.edu
	CompTIA Workforce Development LLC Gretchen Koch 630-678-8425 gkoch@comptia.org
	Illinois Manufacturers Association (IMA) Education Foundation Jim Nelson 217-522-1240 ext. 4211 jnelson@ima-net.org
	Illinois Science and Technology Institute Erin Lane 312-239-0326 elane@istcoalition.org
	Illinois State University David Loomis 309-438-7979 dloomis@ilstu.edu
	Illinois Manufacturers Association (IMA) Education Foundation Joe Calomino 847-204-8514 goneagain@prodigy.net
Planning Organizations	
	Econ Illinois/Northern Illinois University Lori Berkes-Nelson 815 753-0356 lBerkesnelson@niu.edu



Illinois jobseekers, businesses and workforce professionals connect to a comprehensive array of employment and training resources and services through the Illinois workNet portal or at any one of the 1,140 Illinois workNet center and partner sites statewide. During FPY'12/SFY'13, 1,228,009 visitors accessed the portal, with 332,858 individuals and 3,010 businesses having registered accounts. There are 3,803 registered workforce professionals, of which 841 have received a Certified Illinois workNet Advisor certificate.

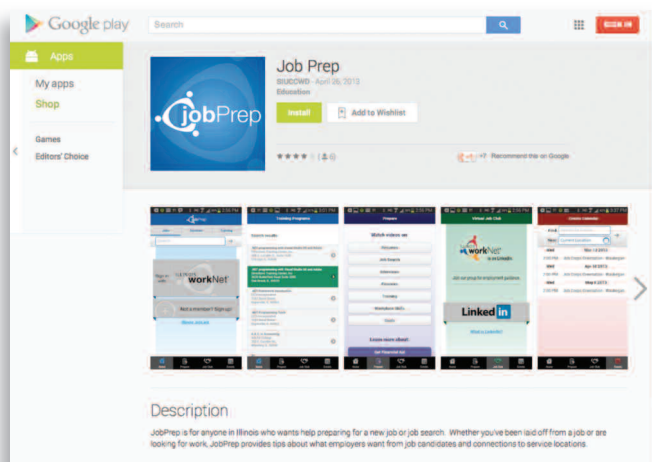
In addition to maintaining Illinois workNet, Illinois Pathways and WIA Works for Illinois websites, the Illinois workNet team completed the following technology-based projects:

- Implemented Illinois Virtual Job Club.
- Collaborated on the development of the JobPrep Mobile App.
- Upgraded Illinois Pathways infrastructure and launched STEM Learning Exchanges.
- Developed Open Educational and Career Development Resources tools for Illinois Shared Learning Environment (ISLE), Illinois Pathways, and Illinois workNet.
- Designed Illinois workNet upgrades and the regional manufacturing website.

JobPrep Mobile App

JobPrep is the right app for the right job! Creating the JobPrep app was a collaboration with the Illinois workNet team, i.c. stars, and Solstice Mobile. Using project-based learning and full immersion teaching, i.c. stars provides an opportunity for change-driven, future leaders to develop skills in business and technology. Through i.c. stars, program participants were given the opportunity to work on the JobPrep app. This experience provided real-world skills with design, collaboration, and mobile app development.

The Illinois workNet JobPrep mobile app is available on devices with iOS and Android operating systems. It features new capabilities to assist Illinois job seekers with their employment needs, all from the convenience of a smartphone. Whether you're at home or preparing for a job interview, get the help you need when and where you need it with the JobPrep app.



More than just a job search tool, the JobPrep app offers job preparation at your fingertips:

- Find and apply for jobs,
- Learn how and where to get supportive services,
- Connect to training programs for high demand jobs,
- Prepare for a job search,
- Connect to a virtual job club, and
- Use the calendar to find local job fairs and workshops.

To download the app, go to Google Play or iTunes and search on "jobprep."

Open Educational and Career Development Resources

Open educational and career development resources are free for anyone to use and share. The Illinois workNet team is a member of the Illinois Shared Learning Environment project team. Initial work focused on building off of national technologies developed by the U.S. Department of Education, Department of

Defense, and inBloom (formerly Shared Learning Collaborative). The career development resources search will be integrated with Illinois workNet during PY 2013.

The goal is to offer an indexing service for educational and career development resources that simplifies access to them. The tools differ from search engines by limiting resources to only those vetted as relevant that may otherwise not easily come to the top of an internet search. The tools created include: education and career search with narrowing and filtering that helps users get to the resources they want; liking, disliking, and commenting on resources; creating web pages for offline resources; tagging resources for standards alignment; and globally recognized metadata evaluating resources, and filtering them to sort by, for example, most liked, best rated, or newest. The tools are beneficial to anyone in Illinois and goes beyond borders by sharing the information with the U.S. Department of Education and Department of Defense's Learning Registry project.

Illinois workNet Upgrade and Workforce Innovation Fund Manufacturing Website Planning

The Manufacturers Education Initiative is undergoing implementation across Illinois to grow a pipeline of skilled workers for manufacturing careers. To help with achieving effective outreach, the Manufacturing Innovation Initiative will provide several regions with a new website to align employers with education and training, outreach, and recruitment.

Planning activities were completed for the Regional Manufacturing Website. Completed activities include:

- The Regional Manufacturing Website Envisioning Summary based on information gathered during the July 2012 stakeholder meeting held at Illinois Central College in East Peoria.
- Draft home page graphical designs were created for feedback.
- The Regional Manufacturing Website Planning Webinar was held on March 22, 2013. The feedback collected during the webinar is compiled in the Regional Manufacturing Website Envisioning Webinar Feedback document dated March 26, 2013.
- Final website designs were created in June 2013.
- The design plan for the Accelerated Training for Illinois Manufacturing online potential participant application, dashboards, and participant personal training plan was created.

Based on feedback, the Illinois workNet upgrades and manufacturing site's functions, navigation, and graphical design will be implemented during 2013.

Training and Technical Assistance

Each year, DCEO staff, in collaboration with Illinois workNet staff, actively encourages and facilitates training to the local workforce investment areas and agency partners. The training consists of in-person and webinar based workshops on topics such as eligibility, Illinois Workforce Development System (IWDS), case management and project specific orientations. DCEO is committed to ensuring that each of its workforce professionals maintains the ability to deliver quality and uniformed services to Illinois job seekers. Their activity this program year is highlighted below:

Training/Webinar	# of Sessions	*Attendees
Career Pathways	14	162
Rapid Response	13	100
Social Media	8	287
Job Search & Preparation	17	1,035
Navigating Illinois workNet	20	282
Special Projects/Populations	20	1,850
Total	92	3,716

** Individuals may have attended more than one of the training/webinar sessions provided.*



Illinois workNet Training

During this program year, Illinois workNet and Illinois Pathways informational sessions were offered at state and national conferences. Training, outreach, and working group meetings were primarily provided using webinars. The webinars continued to offer a cost-savings and effective format for training, meetings, and outreach. Through 92 training sessions, 3,716 attendees were able to access technical assistance on subjects ranging from Career Pathways, Social Media Tools, information on Navigating Illinois workNet, Rapid Response procedures, Job Search and Preparation tools and Special Populations and Projects.

Eligibility and Administrative Training

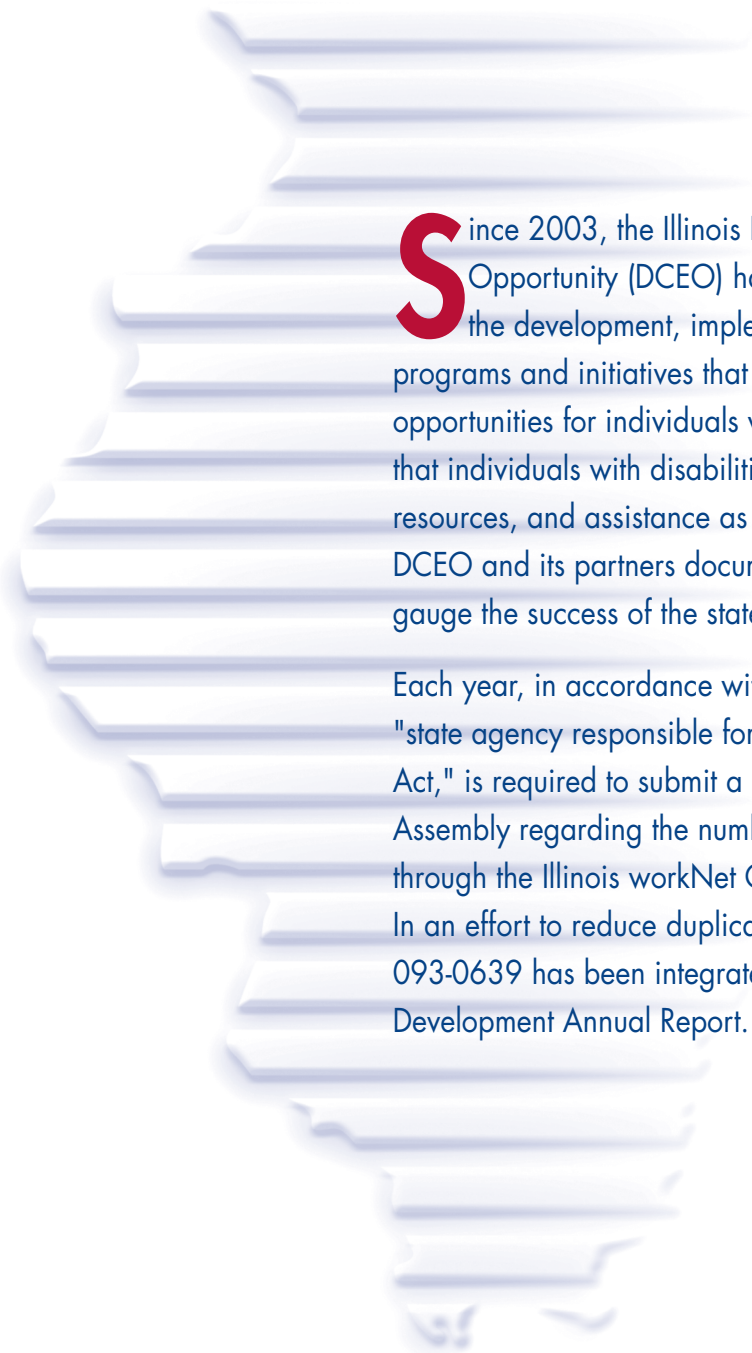
DCEO staff regularly completes training with the local areas to ensure consistent administrative practices and eligibility

guidelines. The table below provides information regarding each of these sessions. To summarize, there were 20 Workforce Investment Act (WIA) Eligibility with hands on Illinois Workforce Development System (IWDS) Training sessions conducted. In these 20 training sessions, there were a total of 300 people who attended. The majority of sessions took place in Chicago as a result of the merger of LWIA's 7, 8 and 9. The management of Chicago Cook County Workforce Partnership requested all case management staff be trained.

Trade Adjustment Assistance Training

Trade Adjustment Assistance Merit Staff employees also administer training to the local areas to provide support and guidance in the administration of the program. Participants of the eight training sessions included 58 LWIA and OET employees.

Services to Individuals with Disabilities



Since 2003, the Illinois Department of Commerce and Economic Opportunity (DCEO) has been a statewide and national leader in the development, implementation and support of innovative programs and initiatives that promote employment and training opportunities for individuals with disabilities. Our mission is to ensure that individuals with disabilities have access to the same information, resources, and assistance as customers without disabilities. To that end, DCEO and its partners document their activities annually in an effort to gauge the success of the state in serving people with disabilities.

Each year, in accordance with Public Law 093-0639, DCEO as the "state agency responsible for the oversight of the Workforce Investment Act," is required to submit a report to the Governor and General Assembly regarding the number of individuals with disabilities served through the Illinois workNet Centers and the broader workforce system. In an effort to reduce duplication, the requirement from Public Law 093-0639 has been integrated into this 2013 Illinois Workforce Development Annual Report.

For the FPY'12/SFY'13 year, a combined total of 4,541 individuals with disabilities, either by providing documentation or through self-disclosure, were provided services through the Title IB Workforce Investment Act (WIA) and Wagner-Peyser programs, with 1,726 obtaining jobs. Of these individuals, 1,815 were served under WIA, and were able to access a broad range of workforce services, including career planning, cash incentives/ stipends, job search skills training, job referral and placement and supportive services such as transportation, as well as occupational classroom training. Also, 111 individuals were referred for services from the workforce system to the Department of Human Services/Division of Human Rehabilitation Services (DHS/DRS), with 118 referred from DHS/DRS. In addition, 8,904 accessed information through the Illinois workNet portal's Disability Services Pathway.

DCEO and its workforce partners offer a variety of additional initiatives to further enhance and expand disability employment and training opportunities. These initiatives are found below, as well as in the Agency Partners section of this report.

DCEO and disabilityworks

Since its official launch in 2005, disabilityworks has been DCEO's flagship initiative in addressing the employment and training needs of individuals with disabilities. Through its partnership with the Chicagoland Chamber of Commerce, DCEO and disabilityworks have developed, facilitated and provided over-

sight to a variety of programs and projects that have not only identified and removed barriers to employment for individuals with disabilities, but have also effected systems change at the state level.

DCEO will directly administer the disabilityworks initiative beginning in PY 2013. From an efficiency perspective, it would allow us to more cohesively link disabilityworks with the disability resources available on the Illinois workNet portal, while also reducing the potential for duplicate or conflicting information. At the same time, it will afford DCEO the opportunity to restore disabilityworks' statewide presence, which has been a direct casualty of those cuts, through the creation of innovative partnerships and projects.

Disability Employment Initiative

disabilityworks' primary focus in PY 2012 was the continued implementation of the Disability Employment Initiative (DEI) strategy to develop promising practices.

Implementation activities included providing training to Illinois workNet Center pilot site staff, developing referral and follow-up processes, recruiting customers with disabilities, conducting outreach to businesses, facilitating the development of the pilot sites' respective Ticket to Work programs and developing and implementing a series of projects that could conceivably be expanded through the State.



Employment and Economic Opportunity for Persons with Disabilities Task Force

DCEO is an active member of this Task Force, which is responsible for reviewing and analyzing the current status of employment services for persons with disabilities, identifying best practices, both within and outside of Illinois, and submitting an annual report to the Governor and General Assembly. For this program year, the Task Force's most significant accomplishment was the passing of legislation that declared Illinois to be an "Employment First" state, which states that employment will be the "first and preferred outcome for working-age youth and adults with disabilities, including those with complex and significant disabilities, for whom working in the past has been limited, or has not traditionally occurred." The Task Force is currently working on the drafting of an Executive

Order for the Governor that will specify the tasks and responsibilities for implementing the Employment First initiative.

National Governors Association

In July 2012, the National Governors Association (NGA) announced that its national initiative for 2012-2013 would be, "A Better Bottom Line: Employing People with Disabilities." Its goal is "to increase employment among individuals with disabilities", focusing on the employment challenges that affect individuals with intellectual and other significant disabilities and the role that both state government and business can play in facilitating and advancing opportunities for these individuals to be gainfully employed in the competitive labor market. In response, DCEO planned its disability employment strategies in support of this national initiative.



Ruth
Arlington Heights, Illinois

LWIA 7

From No Resume to New Life through the workNet Center

In the spring of 2012, a woman came to the Arlington Heights Illinois workNet Center for employment assistance. It had been nine years since she last held a job. This woman, who prefers not to use her name and has been legally blind since the second grade, was impressed with the Center staff's quick response to her request for help to rejoin the workforce.


"The Center did a lot for me," she stated. "I never had a resume. They helped me with all of that; they took the time to sit down with me and show me how to put the right information down on the resume."

Workforce partner programs were leveraged to provide her with interview practice, employment leads, reasonable accommodations to assist her in the employment search process, and a \$6,000 voucher for occupational training to be certified as a Medical Assistant. As she explained, "I'm legally blind, so whatever equipment or programs I needed to access information, the Center would take care of it."

She applied what she learned and found a caretaker job posted in the center resource room. Additionally, she worked with Center staff to write an essay for acceptance into Northwest Suburban College's Medical Assistant program, which she received. She currently works 25 hours per week, goes to school/studies 25 hours per week and is preparing to launch her own healthcare business.

Speaking very highly of the workNet staff that assisted her, she explains, "They went out of their way. This is a whole new life for me. I didn't want to stay on Social Security/Disability all my life." She reemphasized that the Center's impact, "changed her whole outlook on life." "I want to be a better person. I want to help more people. I feel better in the workforce. I feel human again, instead of sitting at home, feeling bad for myself. My self-esteem has gone to the top."

Agency Partners



The State of Illinois is committed to collaboration in administering workforce services to its constituents. In order to effectively deliver these programs, significant cooperation exists between the Department of Commerce and Economic Opportunity and other state partners. This collaboration is critical to the success of the state and its continuation allows Illinois to effectively update the existing system to achieve the most beneficial outcomes. What follows is a description of the accomplishments which have been achieved through these efforts over the past year.

A MESSAGE FROM OUR IDES PARTNER



Jay Rowell
Director
Illinois Department of
Employment Security

The past year has been one of transition and transformation for Illinois Department of Employment Security (IDES). Improvement in the state's economy has allowed us to gradually shift our focus from ensuring the Unemployment Insurance program provides a measure of income security to Illinois families to a greater emphasis on reconnecting their unemployed family members with viable employment. A by-product of the recent recession is the Department's larger-than-normal pool of highly qualified, skilled workers available to meet employers' hiring needs. IDES, the state's "No-Cost Human Resource Solution," is prepared through the services offered by the Employment Service and its labor exchange system, Illinois JobLink, to accept the challenge of achieving optimal employment and thereby strengthen both state and local economies. The Workforce Development Annual Report for FPY'12/SFY'13 maps the means to accomplish this in the coming months.

Illinois Department of Employment Security

Employment Service

With Illinois experiencing one of the worst recessions in decades, the Illinois Department of Employment Security (IDES) has, in recent years, expended the lion's share of its resources to assist the workforce's job losers. Through its administration of the unemployment insurance (UI) program, the Department's efforts have been directed toward paying benefits to claimants under state and a myriad of federal programs. Nonetheless, even before the economy started showing signs of improvement, IDES' Employment Service (ES) prepared for recovery. By Program Year (PY) 2012, it was again ready to meet the needs of an expanding job market and resume its role as the state's Employment Office.

A product of the Great Depression, the Wagner-Peyser Act of 1933 established the nationwide system of public employment offices of which IDES' Employment Service is a member. Even as the Act was amended by the Workforce Investment Act in 1998 and IDES and the Employment Service merged into partnership with the Illinois workNet® system, the program's two-pronged mission has remained constant: to assist job seekers in finding jobs and employers in finding qualified workers.

While its role may have been overshadowed by the immediate need to assist the unemployed, the Employment Service continued building the necessary supports for jobseekers' return to the workforce. Whether through participation with its partners in Rapid Response workshops or intake at its field offices, IDES offers assessment, an online job application process, and job search and placement services.

The Employment Service can make the job search process seem less daunting for those who participate in its job finding workshops. First time job seekers, those who have not had to look for a job for some time, and individuals who need help to adjust to a new economic environment can benefit from workshop components that show them how to organize their job searches; improve their interviewing skills; use labor market and career choice tools to target prospective jobs and industries for contact; and access the many employment and supportive services available. Local office staff conduct specialized workshops for military veterans, youth, and ex-offenders as needed and regularly scheduled workshops for the greater number of UI claimants. In conjunction with the UI profiling program, which identifies claimants that may have a particularly difficult time finding employment, the Reemployment Services program conducts local workshops in which 8,459 claimants participated during PY 2012. Feedback received indicates that a number of the completers gained an extra measure of confidence to market themselves to employers as a result.



For the long-term unemployed claimants, IDES offered a mix of services that included individual career counseling and skills assessment, orientation to One-Stop services, and an eligibility review under the Extended Unemployment Compensation/ Reemployment and Eligibility Assessment program. Nearly 114,000 such services were provided in PY 2012.

In order to more effectively target claimants, IDES recently launched e-mail blast notifications to promote various reemployment workshops and hiring events. The e-mail blast works with Illinois Job Link (IJL) to notify job seekers and employers of news and events in their area. A recent blast targeted 116,896 job seekers and employers. Using the same platform, the Department's latest monthly newsletter reached 904,640 job seekers and employers. It also allows the Department to process a significantly larger number of requests in a more timely and efficient manner. This is a free service that IDES' partners are also able to utilize to outreach to their clients. As a direct result of the e-mail blasts, IJL's bank of active/public resumes increased by 2,000 in the first month and 1,000 in the second. IDES expects these numbers to rise as customers become more aware of the service.

IDES participates in hiring events as a means to connect jobseekers and employers in person and achieve positive outcomes as a result of the contact. A hiring event is more than a job fair. Prior to the hiring event, businesses register and post job openings on IJL. Similarly, job seekers are encouraged to build multiple

resumes to emphasize their skills and experiences. Prior to the event, IDES works with employers to select individuals who most closely match the employers' requirements to be interviewed at the event. Thus, initial matches are made prior to the event, so the potential for actual job offers are increased.

As Illinois' primary source for labor market and career information, IDES is in a unique position to help job seekers develop their employment plans, whether they involve career choice or change. The Department has added a new tool to its arsenal, TORQ (Transferable Occupation Relationship Quotient), a web-based product that guides jobseekers in determining whether their current skills translate into in-demand occupations or whether additional training might be their best course of action. Over the past year, IDES distributed additional TORQ licenses to Illinois workNet Center staff and provided additional training on TORQ's use to employment counselors, Rapid Response teams, and other state partners to enable them to more efficiently guide individual jobseekers toward the best track for their future.

The Employment Service improves the odds of a job match as it brings job seekers and employers together through www.IllinoisJobLink.com. Illinois JobLink (IJL) is the state's largest labor exchange platform. As job seekers and employers establish their individual accounts in IJL, this Internet-based system collects information on jobseekers' work experience and skills – including their resumes – and on the requirements employers set for their job openings. IJL is suitably user friendly: jobseekers and employers may elect to enter their own profiles, although IDES staff assistance is available, if needed. For the most part, jobseekers and employers are free to browse each other's listings, make contact, and arrange job interviews. Again, IDES staff will provide assistance as needed with the job matching process. For PY 2012, IDES enrolled 702,234 participants in IJL which posted 39,446 employer job openings. IDES Business Services Team is leading the effort to index jobs from other major job boards which drives up the number of viewable jobs to an estimated 127,000. IJL scrapes a daily file of nearly 80,000 jobs from www.indeed.com which includes jobs posted from major job boards such as Monster and CareerBuilder. IDES and IJL were early adopters of an indexing service provided by Direct Employers, a national non-profit, which runs the national job board www.us.jobs. Through this partnership, IJL collects approximately 40,000 additional Illinois jobs on a daily basis which are automatically de-duplicated. Because Direct Employers appreciates IDES' early adoption, they have offered the Department ten free "micro-sites" which can extract specific types of jobs based on keyword or code. For example, IDES is currently showcasing jobs created by the Affordable Care Act on www.WorkInIllinois-HealthMarketPlace.jobs. All in all, indexing gives jobseekers access to more jobs through the state's job board and more employers more access to qualified workers. By the end of PY 2012, over 24,000 employers were utilizing the IJL and some 70,000 jobseeker resumes were searchable.

As noted above, IDES has piloted micro-sites for high visibility hiring events such as www.WorkInIllinoisHealthMarketPlace.jobs to showcase jobs created by the Affordable Care Act in Illinois. In addition, the Department created www.WorkInIllinois.jobs and www.WorkInIllinois-Veterans.jobs to display Illinois jobs, drive search engine optimization, and provide a mobile web platform for IllinoisJobLink.com. There are more on the way.

To best serve the employment needs of all Illinois citizens, IJL needs a constant infusion of job opportunities. IDES takes its role as the state's labor exchange very seriously and strives to be the market-leader in matching employers with qualified jobseekers. Toward that end, the Department puts a premium on employer outreach and relationship building. In the last year, IDES' Bureau of Business Services established the Employer Outreach Team consisting of one Employer Outreach manager, five business service managers, and 15 business service coordinators. Under the banner of "Illinois' No-Cost Human Resource Solution," the employer outreach team markets IJL to employers, their industry associations, chambers of commerce, economic groups, community-based organizations, and other employing entities. The team encourages as many employers as possible to utilize IJL to get as many jobs as possible listed in the system and leads their efforts by promoting the benefits of IJL to employers. Methods of achieving this goal include indexing (outlined above) as well as leveraging micro-sites around high-visibility events. By creating a micro-site for jobs created by the Affordable Care Act, the agency hopes to draw attention to its services. Additional micro-sites are planned for other high-growth industries such as transportation, distribution, logistics, manufacturing, and hydraulic fracturing. Additionally, the General Assembly recently passed legislation that all Illinois State Contractors must post their jobs in IJL. The team maximizes their efforts through direct outreach, often with their WIA partners, including DCEO's regional economic developers. For example, IDES works closely with DCEO's Team Red to target employers locating or expanding in Illinois. IDES' local business services teams ensure coverage of all businesses in their areas.

For employers who request assistance, the Employer Outreach Team will enter job orders in IJL, search the database, refer qualified candidates for interviews, and follow up on the results. Employers who hire members certain target groups, such as, public assistance recipients, veterans, youth, and ex-offenders, among others, may qualify for federal income tax credits under the Work Opportunity Tax Credit (WOTC). The Employer Outreach Team will ensure that they apply. The WOTC team has recently shifted most of the application and certification process to paperless. So far in 2013, IDES' employer outreach team has certified 16,406 applications representing approximately \$44 million in tax credits.

If, after working with the team and searching IJL, employers have not found qualified job candidates, the Employer Outreach Team will refer the employer to the LWIA for help in identifying

recently trained individuals or in establishing a training program to produce them.

IDES provides specific assistance to jobseekers and employers in the economics and finance sectors through the International Registry Program. The registry is a professional placement service where global corporate, academic, and governmental employers are introduced to global professional jobseekers through their professional organizations. By following customized IJL user guides, association members – both employers and job seekers – perform self-job matching and make interview arrangements. IDES currently partners with the Allied Social Science Associations, a consortium of 37 related associations spearheaded by the American Economic Association, but hopes to expand to other disciplines.

By the end of PY 2012, a total of 349,892 program exiters entered employment, 15.3% more than the count for PY 2011.

Services to Veterans

Illinois' first state-supported public employment offices were established for the sole purpose of helping returning military veterans to reenter the civilian workforce. While the Employment Service's mission has since expanded, veterans are still foremost among the client groups that IDES serves. According to federal mandate, all eligible veterans and other covered persons receive priority of service under the WIA/Wagner-Peyser programs. IDES' statewide network of veterans employment representatives ensure that they receive the services they are entitled to and that Illinois employers are made aware of the value veterans can add to their businesses.

Veterans employment representatives identify veterans in their communities who need assistance to become employed, especially those with disabilities or other barriers to employment. They often conduct active outreach at U.S. Department of Veterans Affairs medical hospitals and centers, veterans service organizations, and at Yellow Ribbon events, Stand Downs, and other settings where veterans or transitioning service members might concentrate. They are aided in this effort by a network of WIA partners, community and veterans service organizations, the state and federal Departments of Veterans Affairs (IDVA and USDVA) and, of course, Employment Service staff at their offices.

Veterans who visit an IDES local office or an Illinois workNet center receive an initial assessment to determine the best level of service to meet their individual needs. While many are job ready and capable of using IJL to select employer job openings they are qualified for, others may require assistance from Employment Service staff to prepare their resumes, consider career options, or navigate IJL. Veterans employment representatives will provide one-on-one intensive services to veterans with significant barriers to employment including those with service-connected disabilities, the disabled, the formerly incarcerated, the homeless, female veterans, and the economically or educationally disadvantaged, as well as U.S. Department of Veterans Affairs' Vocational Rehabilitation and Employment (VR&E) and Veterans Retraining Assistance Program

(VRAP) enrollees/completers and post-9/11 veterans. Services range from career guidance, and individual employability planning to help with resumes, interviewing skills, conducting job searches, and referral to supportive services. Veterans employment representatives cooperate with the Department of Veterans Affairs to aid veterans who need prosthetic devices, sensory aids, or other special equipment to improve their employability.

Some veterans' employment representatives are tasked with actively advocating the hiring of veterans, particularly those with disabilities, among employers and to develop employment opportunities tailored to individuals' skills. They may perform their outreach through local business service teams or through employer associations such as local and state chambers of commerce. They have the additional responsibility of training Employment Service staff and WIA partners on providing priority of service to veterans and other eligible persons and to monitor its provision in the course of service delivery.

Veterans are also served through the following specialized programs:

REALifelines: This IDES and USDOL/VETS partnership provides employment services, including intensive services, to seriously wounded or injured veterans who served in Operation Iraqi Freedom or Operation Enduring Freedom.

VR&E: IDES assigns a veterans employment representative as its Intensive Services Coordinator (ISC) at the U.S. Department of Veterans Affairs Vocational Rehabilitation and Employment (VA VR&E) – Chicago Region office four business days a week. As the liaison between the VR&E program and the veterans employment representatives in IDES field offices, the ISC refers veterans nearing completion of their educational or training programs to the veterans employment representatives at an office convenient to them. The veterans employment representatives must call the veterans into the office for an interview and an assessment within five working days. Through monthly reports, the veterans employment representatives update the ISC on the veterans status. The ISC in turn forwards the information to the VR&E counselors to notify them of the veterans' progress and any issues that require resolution. When a VR&E client is placed in suitable employment, a placement report, followed by a 30- and 60-day retention report are sent to VR&E.

Post-9/11 Veterans/Gold Card Program: Unemployed Post-9/11 era veterans receive staff assisted and intensive services and the follow-up services they need to succeed in today's job market. Provision of these services is contingent upon the veterans' responses during the initial assessment/triage process. Job-ready veterans needing only core services are typically assisted by Employment Service staff and exposed to jobs in Illinois Job Link (IJL). Those who, during assessment, indicate that they may have barriers to employment are placed into Intensive Services/Case Management with a Disabled Veterans Outreach Program (DVOP) Specialist. When deemed job ready, they are

referred to the Local Veterans Employment Representative (LVER) for individualized job development. The LVER follows up monthly with each job ready Post-9/11 veteran until they find employment, which is not strictly limited to the six month window established for the Gold Card program. For the four-quarter report period ending June 30, 2013, 4,723 Post-9/11 veterans entered employment, 2,709 after receiving staff-assisted services by IDES' Employment Service staff and veterans representatives. Of these, 843 Post-9/11 veterans afforded intensive services/ case management and 1,684 received staff assisted services entered employment due to the efforts of the veterans representatives.

The Incarcerated Veterans Transition Program: Veterans receive employment services while incarcerated in Illinois correctional facilities and after their release. IDES coordinates with the Illinois Department of Corrections and Illinois Department of Veterans Affairs to provide employment workshops for inmates within 18 months of their maximum release date. Emphasis is on job search techniques and resources to help these veterans address the unique employment barriers and other obstacles they will face when attempting to reenter the job market after their release.

Veterans Retraining Assistance Program (VRAP): IDES assists USDVA with its recruitment of unemployed veterans for VRAP, identifying and notifying potentially eligible veterans about the program. When the veterans selected for the program end their training, USDVA refers them back to IDES for employment assistance.

Army UCX Initiative: IDES is one of four states selected for a pilot project designed to reduce the duration of unemployment of recently discharged Army, Army National Guard, and Reserve veterans who receive UCX, a type of federal unemployment benefit for ex-service members. Sponsored by USDOL-ETA, the Department of Defense, and the Army, the goal is to significantly increase this population's exposure to employment services and opportunities within a short timeframe and to provide data that the Army can use to evaluate its efforts to ready transitioning service members for their return to the civilian workforce. Each state is encouraged to design its own mix of enhanced services to accelerate reemployment. The most innovative element of IDES' approach is digital outreach. IDES has created mobile banner ads and a YouTube video and purchased digital placements via Google Ad Words as well as Bing/Yahoo and YouTube. The ads are specifically targeted toward keyword searches that unemployed Army veterans would likely use. When a veteran clicks on the ad, they are directed to a special landing page in IJL which encourages them to "opt-in" to receiving employment services from IDES. By the end of the pilot, the states will identify "best practices" to share with other state workforce agencies and the Army will have the project's research data to better prepare transitioning service members for reintegration into civilian work life.

Hiring our Heroes: IDES and the U.S. Chamber of Commerce are the lead agencies in a partnership that hosts “Hiring our Heroes” hiring events for veterans across Illinois. IDES has piloted a micro-site for these hiring events at www.IllinoisHiringOurHeroes.jobs. IDES employs its pre-matching process for these events, and its success was demonstrated at one March 2013 event. The event featured 63 businesses with 415 job openings in IJL. The Department contacted some 21,000 veterans to gather resumes and then matched the skills in those resumes with the skills the businesses required for their job openings. The Department then worked with businesses to identify veterans to interview at the event. This model built the foundation for 577 on-site interviews and 152 job offers. All told, six PY 2012 events alone drew 277 employers and 1,953 veterans to whom 192 conditional employment offers were extended. It is estimated that at least that number of veterans will be hired over the next year as employers review the nearly 1,000 resumes they collected and their notes from more than 700 interviews that were conducted.

Illinois Hires Heroes: To meet the increasing demand of employers asking for assistance in accessing qualified veterans, IDES has partnered with the Illinois Department of Veterans Affairs to create www.IllinoisHiresHeroes.com, a consortium of employers. IDES identified best practices for recruiting, hiring, and retaining veterans. For example, in order to be an Illinois Hires Heroes consortium member, employers must list their jobs in IJL.

When an employer implements these practices, they become consortium members and are featured on IDES’ website as Illinois Veteran Friendly employers. To date, over 40 employers have applied and 14 have successfully joined the consortium. In addition to the benefits of hiring some of the most dedicated and skilled employees our nation has to offer, consortium members will be publicly recognized by Governor Pat Quinn and will be allowed to use the Illinois Hires Heroes logo to market themselves as veteran friendly.

During PY 2012, 30,340 veterans enrolled in Employment Services (ES), 4,705 of whom were disabled veterans. Of those who exited the program, 15,405 entered employment, an entered employment rate of 46%. Of that total, 2,208 disabled veterans entered employment, a rate of 44%.

Services to Individuals with Disabilities

IDES promotes employment opportunities for individuals with disabilities and encourages employers to hire them for their job openings. During the past program year, IDES staff participated in events that emphasized the employment needs of and opportunities for individuals with disabilities, including hiring events in conjunction with the Department of Human Services/Division of Rehabilitation Services (DHS/DRS), as well as with organizations that serve persons with disabilities. Some of these events included employment workshops.

Selected Employment Events for Individuals with Disabilities

Date of Event	Event Title	Organization	Hiring Event/Event Type (workshop/display/presentation, etc.)
10/25-26/2012	2012 Illinois Statewide Transitions Conference	Department of Human Services	Presented “Dreaming, Deciding, Documenting: <i>Using CIS to Plan Futures</i> ” to teachers and parents who work with students with disabilities
3/18/2013	“Using Accessibility Resources for Independent Living”	Lincoln Land Community College	Workshop
6/27/2013	Employment and Economic Opportunity for People with Disabilities Taskforce	Governor’s Office	Taskforce to address employment and economic issues affecting persons with disabilities
7/16/13	ADA – Breaking Down the Barriers	Department of Human Services, IDES, and other state agencies	Celebrating the 23rd anniversary of the signing of the Americans with Disabilities Act: <i>Workshops on ADA issues and employment and a hiring event</i>
7/31/13	Celebrating the Americans with Disabilities Act: <i>American Dreams in Action</i>	Department of Human Services, IDES, and other state agencies	Celebrating the 23rd anniversary of the signing of the Americans with Disabilities Act: <i>Workshops on ADA issues and employment</i>

IDES also continued to host workshops across the state specifically for individuals with disabilities in coordination with Central Management Services (CMS) and the Department of Human Services (DHS), presenting information about employment opportunities in state government and the Successful Disability Opportunities Program.

The Department provides information on available services to the Governor's Task Force on Employment and Economic Opportunity for People with Disabilities, the Illinois Interagency Coordinating Council, Central Management Service's Disability Hiring Initiative committee and the Statewide Independent Living Council of Illinois subcommittee on Employment for individuals with developmental disabilities.

During PY 2012, IDES enrolled 2,726 persons with disabilities. Of the program exiters, 1,369 entered employment, an entered employment rate of 34%.

Services to Other Target Groups

Hire-the-Future: IDES encourages youth 16 to 24 years old to aspire to careers in professional and growth-oriented occupations – and of more immediate importance – to stay in school. Hire-the-Future is a statewide program that provides employment services while introducing participants to career information through IDES' online Career Information System. In PY 2012, Hire-the-Future staff presented program and workforce information at 211 events, registered 1,138 participants, and provided 5,296 staff-assisted services.

Reentry Employment Services Program: Like the Incarcerated Veterans Transition Program, the Reentry Employment Services Program (RESP) serves individuals who are on parole or about to be released from penal institutions. Staff provide job finding workshops that include job search and interviewing techniques as well as resources to equip ex-offenders with skills to overcome their unique barriers to employment. RESP staff registered 1,226 participants, provided 5,635 staff-assisted services, and participated in 334 events around the state in PY 2012. In addition, IDES has participated through the following organizations to improve employment opportunities for ex-offenders:

- **Inventorying Employment Restrictions Task Force:** The group reviews statutes, administrative rules, policies, and practices that restrict employment of individuals with a criminal history, and reports findings and their effect on employment opportunities to the Governor and the General Assembly.
- **2013 Expungement Summit Planning Committee:** The Office of the Cook County Clerk of the Circuit Court, in conjunction with several other agencies and organizations, held an Adult and Juvenile Expungement Summit and Ex-Offender Job Information Seminar. The summit provided information about reentry support services in the Cook County area as well as assistance in expungement and sealing arrest records.

- **Community Support Advisory Council:** This Illinois Department of Corrections (IDOC) faith-based reentry program's primary role is to build support within the community on behalf of the formerly incarcerated who are returning home.
- **National Association of Counties (NACo) Smart Justice Initiative:** Elected county officials from various states, county staff members and representatives from various organizations discussed their local approaches to reduce recidivism and unemployment.
- **Juvenile Justice Leadership Council Diversion & Alternatives to Detention/Incarceration Workgroup:** The workgroup provides oversight and support to all Illinois counties/communities in their endeavors to maintain public safety, to address victims' needs, and to ensure that youth are held accountable for their conduct and are equipped to mature into productive members of their communities. In addition, it develops guidelines and principles to assist in creating effective Illinois programming. The resulting research and findings will be a valuable resource when addressing alternatives to placing youth in detention/incarceration facilities.
- **Collaborative on Reentry Annual Meeting:** This annual meeting of statewide reentry community partners addresses the goals, metrics, success, and challenges of specific reentry areas such as education and employment, juvenile justice, legal barriers, and alternatives to incarceration.

Migrant and Seasonal Farmworkers (MSFW): IDES is required to provide services to MSFWs that are qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs. Bilingual trained staff at offices where significant agricultural activity occurs reach out to workers in the fields and encourage them to enroll for staff assisted employment services, including referral to supportive services, job development, career guidance, and job placement. Staff also perform field checks and report potential violations. By the end of PY 2012, 1,703 MSFWs had been enrolled in IJL of whom 1,633 received staff-assisted services.

Labor Market Information (LMI)

In cooperation with the USDOL Bureau of Labor Statistics, IDES collects, analyzes, and distributes workforce statistics and related information, such as current employment, average wages, job trends, and demographic characteristics that is useful in planning and evaluating economic and workforce development strategies. As such, LMI complements the Employment Service by guiding choices made by: students and jobseekers (career choice or change), employers (site selection, business expansion), and state and local policymakers (economic development initiatives) among many others. Users may access this information via the IDES website at www.IDES.Illinois.gov/LMI or www.IDES.Illinois.gov/careerinfo or the Illinois workNet portal.

During PY 2012, the Department completed and delivered the updated version of the Internet-based Illinois Career Information System (CIS). CIS makes occupational descriptions, employment projections, average wages, training program requirements, and schools and scholarship information available to primary and secondary school students and their parents, guidance counselors, and adult jobseekers. In addition, CIS Jobseeker, a version for the experienced worker preparing for a career change or for one returning to the workforce after layoff or retirement, was enhanced and is scheduled for release in September. Finally, IDES distributed additional TORQ licenses to its workforce partners. TORQ is another tool to assist job seekers required to change careers to find new occupations that closely align with their current skills, knowledge,

and abilities or recognize the need for training in order to become employable.

On the business side, as a member of the State Partner Agency Team, the Department began work on Illinois' Workforce Innovation Funds (WIF) Project – Accelerated Training for Illinois Manufacturing (ATIM). Fellow team members include DCEO and (ICCB) representing the public sector and the Illinois Business Roundtable and Illinois Manufacturers Association for the private sector. IDES also further expanded its distribution of Help Wanted Online analysis to provide statewide and regional real-time labor market information to help assess current labor market conditions while at the same time revealing the actual quantity of real, unduplicated online jobs by geographic location, occupation, and industry.



Illinois Community College System

Illinois' 48 comprehensive community colleges and multi-college centers play a vital role in the state's educational, economic development, and workforce preparation partnership. Each year, the colleges serve nearly one million residents. In addition, ICCB oversees more than 100 Adult Education providers in the state serving more than 123,000 students annually. The Adult Education system of providers includes community colleges, community based organizations, Regional Offices of Education and school districts. The community college system pledges to address workforce development needs with flexible, responsive, and progressive programs designed for colleges and university transfer students, returning adults, and expanding adult education and literacy programs. These efforts help with the growing demand for trained workers in various occupations. Recently, there has been an increase in enrollments at community colleges due to the economic downturn as unemployed workers take advantage of the community colleges to gain new skills or upgrade skills to enable them to gain employment. Also, there is an increase in transfer

students as families see the value and savings that a community college offers in the first two years of college.

ICCB continues to work collaboratively across the state with other partners to address the alignment of workforce development, education and economic development. Over the past year, through Workforce Development, Career and Technical Education and Adult Education, community colleges and ICCB have moved forward in a coordinated way, continuing to focus on the sector/clusters such as manufacturing, healthcare, and transportation, distribution and logistics (among others) with an emphasis on low-skilled and low-income adults through work such as Business and Industry training, Professional and Continuing Education training, Local Foods Initiatives, Bridge program implementation, Programs of Study, and Adult Education Strategic Plan implementation – all focused on meeting the needs of Illinois employers and workforce. ICCB's ongoing partnerships with other agencies and entities such as OET are critical to addressing Illinois' economic and workforce needs.

ICCB Workforce Development

ICCB Workforce Development is a critical piece of the community college system and encompasses involvement and collaboration with the private sector across many industries, local workforce investment areas/boards, community college business and industry centers, OET, other state agencies, and other ICCB and community college departments. The overall goal is to address the workforce/economic needs of the state either through individual college initiatives designed to meet local workforce needs or training partnerships designed to target regional or statewide workforce/economic development needs.

Business and Industry/ Continuing Education Training

Through the community college Business and Industry Centers, over 2,000 companies received training and 101,729 employees were trained. Over 9,000 unemployed or underemployed individuals attended 462 noncredit workshops or seminars through Continuing Education in 19 community college districts, 2,266 of whom received job placement assistance. In summary, Illinois community colleges provided workforce and economic development services to a total of approximately 198,650 businesses and individuals. These services resulted in the start-up of almost 340, expansion of nearly 190, and retention of close to 500 companies. In addition, over 2,400 jobs were created and another 11,000 jobs were retained.

Strategic Plan for Workforce Education

The Illinois Community College Board, in partnership with the Illinois Community College Presidents' Council, engaged multiple stakeholders in the creation of a five-year Workforce Education Strategic Plan. This plan focuses on strengthening system-wide visibility and impact by aligning workforce education and training. The Illinois Community College System Strategic Plan for Workforce Education builds upon current successful efforts and will design creative solutions to address the challenges of a new economy, high unemployment rate, and the demand for more highly skilled workers.

Bridge Programs

Bridge programs are designed to prepare adults to enter into career pathways that lead to sustainable wage employment. Low-income and low-skilled adults receive early academic and occupation focused preparation among many entities including community colleges, adult education providers, local workforce investment areas and community-based organizations. Bridge programs are expanding in Adult Education and in Developmental Education/Career and Technical Education. Within the community college system, bridge program development and implementation requires the coordination between workforce development, career and technical education and adult education. Bridge

programs and policy and data work continues as more bridge policies become embedded and more bridge programs become implemented.

US Department of Labor Workforce Innovation Fund/Accelerated Training for Illinois Manufacturing

The ICCB has received funding to provide professional development, curriculum updates and revisions, and manufacturing curriculum training to the five regional Accelerated Training for Illinois Manufacturing (ATIM) partnerships. The ICCB also is a Workforce Innovation Fund (WIF)/ATIM state partner participating with DCEO and IDES in the development and implementation of the initiative. ICCB participates in the state partner meetings and prepares and provides information, works with the community colleges, and participates in providing training to the regions.

Adult Education

The Illinois Community College Board is dedicated to providing adult learners with the skills necessary to enter postsecondary career pathway programs. This plan is set by its Adult Education Division, through which the ICCB has developed an Adult Education Strategic Plan, titled "Creating Pathways for Adult Learners." The recommendations of the strategic plan are the alignment of assessment, curricula and instruction; the provision of comprehensive support services; to ensure high-quality teaching and professional development; the building of partnerships that connect adult learners to employment and education; a system that ensures accountability; and the overall pathway design for adult learners which connects them to education and employment.

The priorities of adult education continues to hinge on ensuring learners are college and career ready. Activities include the alignment of Adult education standards with common core and college readiness, technology skills, evidence based reading standards, and career cluster knowledge and skills. The ICCB Adult Education Division has been able to expand the offering of bridge programs in the state through intensive training and technical assistance. In addition, the ICCB Adult Education Division has participated in several initiatives related to career pathways, including the most recent Jobs for the Future initiative "Accelerating Opportunity (AO)." This initiative focuses on a blending of both Adult Education and Career and Technical Education (CTE) instruction to provide an integrated model of instruction using a team teaching approach. Both the Adult Education and Career Technical Education Divisions of ICCB have worked together to ensure this integrated approach is sustainable in the eight community colleges selected to participate in the initiative. The initiative allows adult learners to acquire college credit and certificates as well as industry-recognized credentials, and is designed to assist low-skilled adults in accessing high-wage jobs. In an effort to scale the AO project, the ICCB

has held a Transition Academy designed to provide intensive technical assistance and professional development to colleges and Adult Education in the design and delivery of bridge programs and blended instruction.

Adult Education Bridge Program Development

The Adult Education Division continues to work with local programs to develop bridge programs within three sector areas: healthcare, manufacturing, and transportation distribution and logistics. During the current year, additional bridge programs have been developed in the sectors of hospitality and education and training. Approximately 28 providers have developed bridge programs with 17 providing bridge program instruction. More than 619 students statewide have been served in bridge programs. Annually, Illinois serves approximately 106,000 adult education students. The need for a variety of instructional approaches is imperative to the success of these students. Bridge Programs offer students cluster level knowledge and skills while building basic and literacy skills, career exploration and awareness, as well as support services that assist them in accessing postsecondary education and pathway employment.

Adult Education Strategic Plan

The Adult Education Division is in its fourth year of implementation of a Strategic Plan and Vision for the state adult education system. This vision entitled “Creating Pathways for Adult Learners” outlines specific goals designed to meet the needs of both the student and the workforce. Implementation of this planning began July 1, 2010 and continues to guide the direction of the adult education system toward development pathways that prepare learners for success in postsecondary education and employment. Curriculum and assessment alignment; bridge programs including contextualized instruction, career awareness activities, and transitional supports; instructor and administrator professional development and training; development of partnerships; and strengthening data and accountability are activities that make up the plan.

Accelerating Opportunity

Through funding provided to the Adult Education and Family Literacy division of ICCB, the agency participates in an innovative program model that brings programs of study implementation and adult basic education together through integrated curriculum and team teaching. Based on Washington state’s I-BEST model, Illinois intends to accelerate students into credit-bearing CTE courses, by developing pathways for adult students from adult basic education into CTE programs that lead to an industry recognized credential or certificate. Postsecondary Perkins and Programs of Study are engaged and excited partners in this initiative.

Career and Technical Education (CTE) programs continue to be a critical piece of the Illinois Community College System’s program offerings. CTE programs offer students the opportunity to

learn new skills, or upgrade their talents, in order to be competitive in the job market. By offering a range of short-term certificates and more advanced degree programs, Illinois community colleges ensure that students in their districts fulfill their college and career objectives.

Postsecondary Perkins

ICCB administers \$14.65 million annually in federal Postsecondary Perkins grants to community colleges in support of CTE programs and students across the state. Perkins’ intent is to provide students with the academic and technical skills necessary to succeed in the 21st century knowledge and skills based economy and to gain employment in a high-skill, high-wage and high-demand occupation. It focuses on certain themes such as increasing state and local accountability standards, integrating academic and technical education, strengthening the connections between secondary and postsecondary education and restructuring the way stakeholders – high schools, community colleges, universities, business and parents – work together.

Programs of Study

ICCB is dedicated to ensuring that all students have access to rigorous and relevant educational opportunities that prepare them for success in college and careers. The federal Perkins legislation calls for the creation of secondary-to-postsecondary sequences of academic and career and technical coursework that helps students to attain a postsecondary degree, or industry-recognized certificate or credential. This initiative identifies pathways that connect secondary schools with community colleges, universities and the workplace to link classroom content with the knowledge and skills students need to succeed in college and careers. By aligning course offerings at the secondary level with increasingly advanced academic and technical coursework, Programs of Study equip students with the skills and credentials required for success in high-growth, high-demand and high-wage career fields. As a part of its commitment to Programs of Study implementation, ICCB, along with other state education and economic development agencies, support the Illinois Pathways Initiative. ICCB has representation on the Illinois Pathways Interagency Committee and plays a pivotal leadership role on the Illinois Pathways Advisory Council and has been a partner in the development of the Science, Technology, Engineering, and Mathematics (STEM) Learning Exchanges — innovative public-private education partnerships that support local implementation of P-20 STEM Programs of Study.

Pathways to Results

In order to fully understand true program improvement within programs of study, ICCB has worked to develop the Pathways to Results (PTR) process. PTR is a five phase outcomes-focused, equity-guided process that seeks to improve programs and policies that support student transition to and through postsecondary education and employment. PTR focuses on addressing equity gaps between diverse learner groups and continuously improving

processes critical to student success, including retention, completion of postsecondary credentials, and transition to employment. Participants engage in a process that encourages the identification of barriers and the development of solutions based on a wide range of relevant data elements. Since the fall of 2009, two-thirds of the Illinois community college system have participated in the PTR initiative through the Local Programs of Study Implementation Grants funded by ICCB.

Dual Credit

The ICCB plays a pivotal role in overseeing the development, delivery, and evaluation of dual credit across the state. Dual credit refers to a course that is taken by a qualified high school student for which the student receives both college and high

school credit. Dual credit significantly impacts students by reducing college costs, speeding time to degree completion, and easing the transition from high school to college. It amplifies the usefulness and applicability of the 11th and 12th grades, maximizes state and local educational resources, and provides a platform that fosters secondary and postsecondary collaboration and interdependence. Ultimately, it's a "win-win" arrangement that gives students a head start toward earning college credits. As a leader in dual credit, the ICCB works collaboratively with secondary and postsecondary stakeholders to expand student access to higher education while simultaneously maintaining the high academic standards expected of the Illinois community college system.



Illinois Department of Human Services

Rehabilitation Services

The DHS Division of Rehabilitation Services (DHS/DRS) continues to be an active partner in the ongoing efforts to implement a comprehensive workforce investment system in Illinois that provides equal access to customers with disabilities. In addition to providing its mandated core services, DHS/DRS offers a full array of vocational rehabilitation services to its customers with disabilities, either at the Illinois workNet Centers or in one of its local offices. DHS/DRS serves over 40,000 customers

statewide and has working agreements between WIA and DHS/DRS' 45 offices statewide.

Illinois Corporate Partners

The Illinois Corporate Partners (ICP) is comprised of human resource representatives from leading companies and corporations throughout the State of Illinois who are interested in offering guidance, advice and support to DHS/DRS. As an advisory group of employers, this partnership assists the agency in its focus on direct placement initiatives, customer career choices, and issues that relate to job retention, promotion, and career advancement for people with disabilities.

Local Corporate Business Partners

The Corporate Business Partnership (CBP) program is an innovative approach to facilitating closer relationships between DHS/DRS and businesses throughout Illinois. CBP's are comprised of businesses committed to providing job opportunities for people with disabilities, as well as re-investing in the community by creating paths for Illinois residents to become productive and responsible taxpayers. In return, DHS/DRS provides free workshops, accessibility consultations, and training seminars to CBP members and also acts in an advisory role for those companies who seek answers or consultation regarding issues relating to employees and customers with disabilities.

National Employment Team

Illinois' public Vocational Rehabilitation (VR) program also closely follows the model of The National Employment Team (NET). The NET is a membership coordinated by the Council of State Administrators of Vocational Rehabilitation (CSAVR), the national body representing the 80 publically funded vocational rehabilitation programs across the country.

Business customers, in the private and public sectors, are provided with a designated single point of contact to connect with qualified applicants, resources and support services in their local area, multi-state or national marketplace. The NET offers employment support in all 50 states, the District of Columbia and the territories.

This fundamental shift in VR service delivery has enabled VR agencies to move from a state system serving businesses to a "one-company" national approach, offering expanded career opportunities to individual customers.

The NET is supported by 25,000 VR staff nationwide in coordination with their community partners and a \$3.5 billion annual budget designed to train and employ the talents of people with disabilities while meeting the employment needs of business.

The following VR services have been identified as "value-added" by our business customers:

- Pre-employment services
- Recruitment and referral of qualified applicants
- Staff training
- Diversity program strategies
- Retention programs to support employees who develop or acquire a disability
- Consulting, technical assistance and support
- Financial supports including access to tax credits and/or deductions available for hiring or accommodating people with disabilities
- Employee assistance

Division of Family and Community Services

The Bureau of Workforce Development under the Division of Family and Community Services is divided into three separate programs;

- Employment and Training Resource Development Services
- Teen Parent Services (TPS)
- TANF Workforce Development Unit

Employment and Training Resource Development Services

Employment and Training Resource Development Services manages statewide contracts for employment and training services for the following customers to assist with developing jobs skills necessary for obtaining employment and becoming self-sufficient:

- Temporary Assistance for Needy Families (TANF) and other low income TANF Program related individuals
- Able Bodied Adults Without Dependents (ABAWDs) who receive non-assistance SNAP benefits, are between the ages of 18 through 49, and are not exempt

Agencies contracted to provide work and training activities are responsible for the overall case management of clients assigned to core and non-core work and training activities. These agencies, referred to as Providers, are responsible for securing appropriate work experience, community service and educational opportunities for clients.

Teen Parent Services

Young parents under the age of 20 who apply or receive TANF benefits in obtaining their high school diploma or General Educational Development (GED) certificate are assisted through Teen Parent Services. A comprehensive family assessment is completed which leads to the development of a service plan to assist the teen as they move toward their educational and career goals. Services provided, but not limited to, include:

- Working through the TANF application process
- Family Planning
- Preventative health care
- Conflict resolution
- Connection to social services

TANF Workforce Development Unit

TANF cases are monitored throughout the state for accuracy and continued eligibility by the TANF Workforce Development Unit. The team assists with technical conceptualizing, designing, and refining of the TANF program to promote employability and self-sufficiency for public assistance customers. Working closely with the Family and Community Resource Center (FCRC) staff, the department develops innovative alternatives to existing programs and procedures in areas such as domestic violence, substance abuse, unemployment/underemployment, and other contributing factors.

ILLINOIS WORKFORCE PARTNERSHIP'S PRESIDENT MESSAGE



Mary Beth Marshall, President
Illinois Workforce Partnership

Comprised of representatives from Illinois' 24 local workforce areas, the Illinois Workforce Partnership (IWP) is the voice of the local workforce development system, representing the interests of the workforce investment boards and its elected officials. Our vision for Illinois is a statewide "high quality, employer driven, innovative and proactive workforce development system that supports economic development."

In FPY'12/SFY'13, the IWP identified three priority zones to address:

- Developing effective communication tools
- Building Board and Membership capacity
- Exploring alternative funding sources

The IWP works through two standing committees and several task forces that meet regularly:


- Strategic Committee – focus on advocacy, positioning, partnership/alliances, intelligence/monitoring of WIA reauthorization
- Programmatic Committee – focus on IWP membership enhancement and support of local LWIA's
- Performance Management Task Force: addresses the "day-to-day" issues of maintaining and improving outcomes of the workforce development system
- Communications Task Force: prepares the IWP Annual Report and updates and maintains the IWP website www.illinoisworkforce.net
- The IWP also appreciates the members who devote their time and talent to represent the organization at the national level at the National Association of Workforce Boards, the National Association of Workforce Development Professionals, the National Workforce Association and the Great Lakes Employment and Training Association

Highlights of our accomplishments:

- Developed a communication plan and launched an IWP Face Book page,
- Delivered a series of webinars in partnership with the Illinois Employment and Training Association on practices for delivering services with limited funding and continued fiscal roundtables webinar for local areas,
- Started a Virtual Director's Time to keep all members connected and informed,
- Enhanced the IWP website to include a "member's only" section for sharing resources, Q and A's for new members along with local policy samples,
- Gathered a resource of grant writers for use by local areas, and
- Engaged state partners at meetings to better leverage resources and share information.



Appendix A and B

- 
- Workforce Investment Act Title IB Program Performance
 - Key Performance Indicators
 - State Evaluations of Workforce Activities
 - Department of Labor Waiver Requests
 - Performance Tables

Appendix A

Workforce Investment Act Title IB Program Performance

Overview

Title IB of WIA establishes a governance structure for the design and development of the workforce system and the framework for service delivery. It further contains provisions for the funding and delivery of services to adults, dislocated workers, and youth. OET administers the Title IB program at the state level. LWIBs, in partnership with the Chief Elected Officials (CEOs) in each LWIA, are responsible for oversight of the Title IB Adult, Dislocated Worker, and Youth activities. The CEO has fiscal responsibility for Title IB program funds, and may designate an entity to serve as fiscal agent and assist with program administration.

Cost-Effectiveness Analysis

Each year Illinois provides a cost-effectiveness analysis and a summary of evaluations conducted for workforce investment activities. Illinois adopted the format suggested for use in the United States Department of Labor (USDOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) 29-11. Rather than providing an overall cost-effectiveness ratio for the Title IB programs, Illinois uses cost-effectiveness measures for each program. This approach takes into account the important differences in the targeted populations and the variations in the intended outcomes of each program.

The methodology for deriving cost-effectiveness measures related to the basic performance outcomes for each program is as follows:

Overall Cost per Participant	Divides the total program expenditures by the number of persons served. (The cost figure for Dislocated Workers includes Dislocated Worker and Rapid Response funding.)
Participant Count	The number of participants that were included in each performance category was determined from the WIA Annual Report Form (ETA 9091). Generally, this corresponds to the number of participants included in the denominator for each measure.
Total Participant Cost	Multiplies the overall cost per participant count and the participant count to yield an estimate of the total cost associated with services to the participants included in the performance measure. (It is necessary to calculate these two counts together because the number of participants in each measure varies, depending on the counting rules for the measure. It would be inappropriate to attribute the entire cost of the program to the subset of those included in each measure. Except for the Literacy and Numeracy Gain measure, the participants counted in each measure are exiters as reported in the Annual Report.)

However, there are several limitations to the methodology, as described below:

- The major limitation to any cost-effectiveness analysis for WIA is the absence of cost information at the customer level.
- The method is highly sensitive to the volume of exiters. As the number of participants and exiters varies based on funding, the cost per outcome will vary.
- The method assumes that the entire benefit derives from program participation, which is unlikely, but there is no way to evaluate without comparison group information.
- The method is of limited use in assessing program effectiveness, because it is not an outcome-based measure. The State offers no evaluative judgment about these outcomes. At best, they constitute a baseline in which a comparison with subsequent results occurs.

The following performance outcomes have cost-effectiveness measures:

Program	Measures
Adult	Average Earnings Employment Employment Retention
Dislocated Worker	Average Earnings Employment Employment Retention
Youth	Employment/Education Diploma/Certificate Attainment Literacy/Numeracy Gain

The results of the analysis are included in the WIA Title IB Financial Statement (Table 1)

Table 1 – Illinois Workforce Investment Act (WIA) Title IB Financial Statement

	Available	Expended	Percent	Balance Remaining
Total all Fund Sources	147,813,053	107,283,262	72.58%	40,529,791
Adult Program Funds	31,073,968	25,425,873	81.82%	5,648,095
Carry-in Funds (no add)	5,209,885	5,209,885	100.00%	0
Dislocated Worker Program Funds	33,981,877	28,270,822	83.19%	5,711,055
Carry-in Funds (no add)	5,334,246	5,330,878	99.94%	3,368
Youth Program Funds	33,374,721	27,439,080	82.22%	5,935,641
Carry-in Funds (no add)	5,358,341	5,358,341	100.00%	0
Out-of-School Youth	20,379,767	18,244,561	89.52%	2,135,206
In-School Youth	12,994,954	9,194,520	70.75%	3,800,434
Summer Employment Opportunities		189,661		
Local Administration Funds	13,363,182	9,791,576	73.27%	3,571,606
Carry-in Funds (no add)	4,193,441	4,060,242	96.82%	133,199
Rapid Response Funds	23,571,788	8,215,112	35.85%	15,356,676
Carry-in Funds (no add)	12,278,074	6,631,192	54.01%	5,646,882
Statewide Activities Funds	12,447,518	8,140,799	65.40%	4,306,719
Carry-in Funds (no add)	7,026,910	7,026,910	100.0%	0

Illinois expended over \$89 million in FPY'12/SFY'13 across the adult, dislocated worker (including Rapid Response) and youth funding streams, serving over 30,000 customers. The data indicates that the WIA program has operated effectively in Illinois, with an overall cost per participant of \$2,941.

Tables 2 and 3 provide cost-effectiveness information for each WIA Title IB program operated in Illinois. They provide expenditure figures for staff-assisted core services, intensive services and training services. Entered employment, employment retention and average earnings measures provide data for adults and dislocated workers. For youth, the data is for employment or education, degree or certificate attainment, and literacy and numeracy gains.

Table 2 – Cost Effectiveness – Registered Adult and Dislocated Worker Programs

Adult Programs				Dislocated Worker Programs		
Expenditures		\$25,425,873		\$36,485,934		
Participants		8,961		13,276		
Cost Per Participant		\$2,837		\$2,748		
Measures				Measures		
	Average Earnings	Employment	Retention	Average Earnings	Employment	Retention
Participants in Measure	3,620	4,107	4,388	6,813	9,339	7,749
Cost	\$10,269,940	\$11,651,559	\$12,448,756	\$18,722,124	\$25,663,572	\$21,294,252
Outcome	\$50,212,007	3,063	3,706	\$127,890,902	\$7,476	6,938
Cost per Outcome		\$3,804	\$3,359		\$3,433	\$3,069
Return on Investment	\$11,034			\$16,024		

Table 3 – Cost Effectiveness – Youth Programs

Youth Programs			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains ¹
Expenditures	\$27,439,080		\$19,890,459
Participants	8,136		6,127
Cost Per Participant	\$3,373		\$3,246
Measures			
	Placement in Employment or Education	Attainment of Degree/Certificate	Literacy & Numeracy Gains ¹
Participants in Measure	3,561	4,217	1,926
Cost	\$12,011,253	\$14,223,941	\$6,251,796
Outcome	2,365	2,891	1,190
Cost per Outcome	\$5,079	\$4,920	\$5,254

¹ Literacy & Numeracy Gains are measured on Out-of-School Youth only.

Key Performance Indicators

The Workforce Investment Act establishes performance measures or core indicators for adult and dislocated worker activities, and youth activities. States negotiate levels of acceptable performance for each measure with USDOL. Illinois' overall performance calculation aggregates the performance data of its 24 LWIAs. The state's ability to meet or exceed pre-determined levels of performance provides an indicator as to the effectiveness of Illinois' WIA Title IB services in addressing the needs of its customers.

Illinois exceeded five of its nine common measure performance goals and met the remaining four goals. In FPY'12/SFY'13, Illinois exceeded its Adult and Dislocated Worker average earnings goals (AAE and DAE). The State also exceeded all three of its Youth performance goals: Placement in Employment and/or Education (PEER), Attainment of Degree, Certificate (ADC); and Literacy and Numeracy Gains (LNG). In addition, all 24 LWIAs either met or exceeded their performance goals.

Adult and Dislocated Worker Activities

WIA authorizes a tiered level of services for adults and dislocated workers. Core services represent those services that are universally available to any individual. Intensive and training services are available to individuals who meet certain eligibility requirements for the funding streams. These are individuals who have been determined to need these services to achieve employment or, in the case of employed individuals, to obtain or retain self-sufficient employment.

In addition to the delivery of services to dislocated workers through funds allocated by formula to the local level, WIA requires states to establish a Rapid Response capability to address major worker dislocation and plant closing events. This Rapid Response capability allows for organized and coordinated services to dislocated workers, drawing on all available partner resources, in cooperation with local worknet staff. Rapid Response activities that address major dislocations are through funds set aside at the state level and augmented with additional USDOL funds awarded to the state on an application basis.

- The WIA Title IB program served 8,961² registered adults during FPY'12/SFY'13
 - 4,351 of those served (almost 49% of the total) entered the adult program as registrants new to the WIA system
 - 74.6% of the adults gained employment in the first quarter after exiting the program
 - 84.5% retained employment three quarters after exiting the program

² The 8,961 registered adults are derived from subtracting the Total Adult Self-Service Only from the WIA Adult Count as reflected in Table M on page B-4.

- The Dislocated Worker Program served 13,276 individuals during FPY'12/SFY'13
 - 5,911 of those served (just over 44% of the total) entered the Dislocated Worker Program as a new registrant
 - Over 80% of dislocated workers gained employment in the first quarter after exiting the program
 - Illinois also met its goal for employment retention, as close to 90.9% of dislocated workers retained employment three quarters after they exited the program

Services to adults and dislocated workers may include occupation skills training, on-the-job training, and other training programs that combine workplace training with related instruction. Individuals not enrolled in training still receive a variety of other core and intensive services. These types of services can include an assessment of skill levels, job search and placement assistance, career counseling, labor market information, evaluation of employment barriers, development of individual employment plans, case management and courses in short-term, pre-vocational skills such as communication and interviewing, professional conduct, and other services appropriate in preparing individuals for employment or training.

Youth Activities

WIA youth activities provide a systematic approach that offers youth a broad range of coordinated services. This includes opportunities for assistance in academic and occupational learning, development of leadership skills, and preparation for further education, additional training, and eventual employment.

- The WIA youth program serves all youth ages 14 to 21. During FPY'12/SFY'13, there were 8,136 youth served through the WIA Title IB program
- Almost 62% of these youth increased his/her educational functioning level in either literacy or numeracy exceeding the State's negotiated performance goal
- In FPY'12/SFY'13, over 66% of youth who exited the program received a recognized certificate, GED or attained a degree
- Close to 69% of these youth were placed in employment or education (including the military) during the program and up to three quarters after they exited the program.

Customer and Employer Satisfaction Survey Activities and Results

The Local Workforce Investment Areas have had varying success with collecting customer satisfaction surveys of their customers. As a result of the reduction in funds, many of the LWIAs have either reduced the analysis of customer satisfaction survey results or eliminated them. Responses from local partners mirror those

of the local areas. Employer satisfaction surveys have been eliminated by all of the LWIAs since the State received a waiver to report on only the nine common measures.

DCEO has committed to improving the satisfaction survey process for both customers and employers by integrating surveys into the Illinois workNet portal. It is anticipated that this process will be completed during the SPY'13/FPY'14 reporting period and results available on a regular basis thereafter.

State Evaluations of Workforce Investment Activities

The Illinois Department of Commerce and Economic Opportunity (DCEO) plans to institute a series of metrics to evaluate workforce development activities under WIA section 136(e). The Return on Investment (ROI) evaluations will accomplish three major goals:

1. To position Office of Employment and Training (OET) administrators to quantify the economic impact and value of workforce development programs in Illinois,
2. To establish specific outcome metrics and related performance expectations to be incorporated into OET's overall grant administration strategy and future grant agreements, and
3. To provide an objective basis that can be used to compare effectiveness and outcomes across alternative workforce service interventions (e.g., OJT, incumbent worker training, customized training, ITAs, etc.).

Expected timeline for starting and completing the evaluation:

The Office of Employment and Training will pilot the ROI metrics using data from existing grant initiatives in the health care sector. The initial evaluation will be completed during the next reporting year.

Questions the Evaluation will address:

The data to be collected, analyzed and tracked over time will illustrate three core outcomes:

1. Placement rate into demand occupations – This measure will identify the number of grant-funded program participants who have completed the training program and are placed into unsubsidized employment in demand occupations identified on the Demand Occupation Training List, expressed as a percentage of all participants who completed the training program.
 - The rate will be calculated at an individual and aggregate level by service intervention type.
2. Rapid placement into demand occupations – This measure will focus on the average number of days from the date the program participant completed the grant-funded training

program to the start dates of employment in demand occupations included on the Demand Occupations Training List.

- The rate will be calculated at an individual and aggregate level by service intervention type.

3. Return on investment – This measure will incorporate two parts:
 - 1) the increase in wages (or net increase in wages if an incumbent worker) earned expressed as a percentage of the direct financial investment required to generate increased earnings gains, and
 - 2) the general economic value derived in the local economy in which income from increased wages is introduced.

Department of Labor Waiver Requests

During the reporting period, The Office of Employment and Training (OET) received waivers from U.S. Department of Labor (DOL) which allowed the state to implement policies that improved service delivery and training opportunities for its customers. These policies support the state's overall objective of increasing local investments in training that lead to employment in demand, good-paying jobs. Further, use of these waivers promotes the types of program design changes aligned with the common performance measures. The waivers expire June 30, 2017.

Common Performance Measures

As a result of this waiver, Illinois reports only the six common measures rather than the performance measures described in WIA Section 136(b), for Adult and Dislocated Workers. Through the implementation of the common measure waiver, the provision of training to adults and dislocated workers is strengthened because the current WIA credential rates are removed. This may require shorter, targeted training in some cases and longer term training in others, depending on the specific skills and credentials identified as necessary by industry, as well as more on-the-job and customized training delivery. Results are in Appendix B.

Incumbent Worker Training

The State has permission to use up to 10% of local Dislocated Worker funds and up to 10% of local Adult funds for Incumbent Worker Training (IWT) as part of a layoff aversion strategy.

Use of Adult funds is restricted to serving low-income adults under the waiver with skill attainment activities. This waiver provided 1,705 incumbent workers with skills upgrades in FPY'12/SFY'13.

The waiver includes a requirement to limit the use of local formula funds. Illinois identified six primary "at-risk" indicators including declining sales, supply chain issues, adverse industry/market trends, changes in management philosophy or ownership, workers who do not have demand skills and strong possibility of a job if a worker attains new skills.

In addition, to respond to reporting requirements in the Incumbent Worker waiver, OET developed a web-based system to track incumbent worker activity. The Incumbent Worker Training

System (IWTS) collects incumbent worker training activity information, including required federal reporting elements. All IWT projects are entered into IWTS, so that staff can track projects and trainee progress and outcomes at a greater level of detail than was possible in the past.

NOTE: The State is limiting the use of the waiver authority to 10% of local Dislocated Worker funds for training as part of a layoff aversion strategy.

ITAs for Out-of-School Youth

This waiver allows for the use of Individual Training Accounts (ITAs) for out-of-school youth participants and includes those 16- and 17 year-old youth participants concurrently enrolled in high school and a postsecondary institution. Providing enhanced customer choice via this waiver will allow those youth eligible to benefit from services provided by Illinois' certified training providers, as well as expand services without requiring worknet operators to register participants in the adult program. Approximately 1,010 youth received an ITA for FPY'12/SFY'13. During this reporting period, outcomes achieved for the youth that exited include: 72.8% of the youth attained a degree or certificate, 77.4%

received placement in employment or education, and 71.1% of the youth achieved literacy gains.

Increase in the Employer Reimbursement for On-The-Job Training

Illinois received a waiver, which permits the state to increase the amount an employer is reimbursed for hosting an on-the-job-training project. The size of the reimbursement is based on a sliding scale subject to the size of the business and is outlined as follows: up to 90% for employers with up to 50 or few employees, up to 75% for employers with 51-250 employees and up to 50% reimbursement for companies with 250 or more employees (the current statutory rate). Training may be provided with either Adult or Dislocated Worker funds. Trainees of such training must be WIA eligible, and for Adult funds they must also be 18 years of age or older.

Rapid Response Funds for Incumbent Worker Training

The state was granted a waiver to permit the use of up to 20% of rapid response money to support incumbent worker training. The training must be part of a layoff aversion strategy as well as restricted to skill attainment activities.

Appendix B

WIA Title IB Annual Report Form (ETA 9091)

Illinois participates in the Common Performance Measure Waiver described on page A-5. Therefore, Shaded areas are not a report requirement for states approved to report against the Common Performance Measures.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level-American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Samples	Response Rate
Participants						
Employers						

Table B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0	74.6	3,063 4,107
Employment Retention Rate	85.0	84.5	3,706 4,388
Average Earnings	13,300.0	13,870.7	50,212,007 3,620
Employment and Credential Rate			

Table C – Outcomes for Adult Special Populations

Report Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals with Disabilities	Older Individuals
Entered Employment	73.6 1,900 2,583	66.5 119 179	53.0 61 115	60.9 187 307
Employment Retention Rate	82.4 2,071 2,513	85.2 121 142	77.6 59 76	82.4 169 205
Average Earning	12,118.4 24,563,985 2,027	16,196.1 1,943,527 120	12,098.3 689,604 57	14,509.5 2,379,566 164
Employment and Credential Rate				

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	75.0	2,130	73.6	933
		2,839		1,268
Employment Retention Rate	85.9	2,765	80.5	941
		3,219		1,169
Average Earnings	14,761.5	39,929,878	11,237.3	10,282,129
		2,705		915

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	85.0	80.1	7,476
			9,339
Employment Retention Rate	91.0	89.5	6,938
			7,749
Average Earnings	18,400.0	18,771.6	127,890,902
			6,813
Employment and Credential Rate			

Table F – Outcomes for Dislocated Worker Special Populations

Report Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment	75.2	469	60.0	69	65.8	1,031	79.7	94
		624		115		1,567		118
Employment Retention Rate	88.6	429	84.6	55	86.7	903	94.3	82
		484		65		1,041		87
Average Earnings	20,774.3	8,745,981	17,180.2	944,912	19,051.9	16,956,217	16,392.1	1,311,365
		421		55		890		80
Employment and Credential Rate								

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	83.5	4,812	74.5	2,664
		5,764		3,575
Employment Retention Rate	89.2	4,353	90.0	2,585
		4,878		2,871
Average Earnings	19,424.7	83,079,640	17,670.1	44,811,262
		4,277		2,536

Table H.1 – Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	70.0	68.6	2,891
			4,217
Attainment of Degree or Certificate	70.0	66.4	2,365
			3,561
Literacy and Numeracy Gains	57.0	61.8	1,190
			1,926

Table H.2 – Older Youth (19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate			
Employment Retention Rate			
Average Earnings			
Credential Rate			

Table I – Outcomes for Older Youth Special Populations

Report Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate								
Employment Retention Rate								
Average Earnings								
Credential Rate								

Table J – Younger Youth (14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate			
Youth Diploma or Equivalent Rate			
Retention Rate			

Table K – Outcomes for Younger Youth Special Populations

Report Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate						
Youth Diploma or Equivalent Rate						
Retention Rate						

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.2	3,784 4,442	7,191.0	30,647,881 4,262	4.4	135 3,063	5,960.9	17,632,295 2,958	53.2	1,133 2,130
Dislocated Workers	90.5	7,108 7,853	133.4	135,581,572 101,664,492	3.8	284 7,476	8,434.4	61,149,730 7,250	51.7	2,488 4,812
Older Youth										

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	111,618	107,598
Total Adult self-service only	89,462	93,061
WIA Adult	98,423	98,939
WIA Dislocated Worker	13,276	8,710
Total Youth (14-21)	8,136	5,188
Younger Youth (14-18)	—	—
Older Youth (19-21)	—	—
Out-of-School Youth	5,094	3,227
In-School Youth	3,042	1,961

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Table N – Cost of Program Activities		25,425,873
Local Adults		28,270,822
Local Dislocated Workers		27,439,080
Local Youth		8,215,112
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		7,697,214
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	Program Activity Description	
	Illinois workNet ®	360,075
	Sector Initiative	83,510
	ARRA NEG On the Job Training	185,479
	ARRA State Energy Sector Partnership	2,716,223
	Disability Employment Initiative	549,101
	2011 NEG Severe Storms and Flooding	1,413,104
	Workforce Innovation Fund	243,104
Total of All Federal Spending Listed Above		102,598,697

Table O – Local Performance

Local Area Name 1 Lake County Workforce Investment Board	Total Participants Served	Adults 330		
		Dislocated Workers 592		
		Older Youth (19 - 21)	Total Youth 367	
		Younger Youth (14 - 18)		
ETA Assigned # 17005	Total Exiters	Adults 175		
		Dislocated Workers 350		
		Older Youth (19 - 21)	Total Youth 181	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	77.0	80.3	
	Dislocated Workers	86.0	85.3	
	Older Youth			
Retention Rates	Adults	86.0	86.0	
	Dislocated Workers	92.0	92.2	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15000.0	16614.7	
	Dislocated Workers	28000.0	27104.5	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	70.0	85.6	
Attainment of Degree or Certificate	Youth (14 - 21)	74.0	93.8	
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	81.4	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 2 McHenry County Workforce Network	Total Participants Served	Adults	61
		Dislocated Workers	307
		Older Youth (19 - 21)	Total Youth 77
		Younger Youth (14 - 18)	
ETA Assigned # 17010	Total Exiters	Adults	35
		Dislocated Workers	184
		Older Youth (19 - 21)	Total Youth 23
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	81.0
	Dislocated Workers	86.0	83.5
	Older Youth		
Retention Rates	Adults	90.0	82.6
	Dislocated Workers	91.0	89.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15300.0	14120.4
	Dislocated Workers	19000.0	19207.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	79.0	95.0
Attainment of Degree or Certificate	Youth (14 - 21)	76.0	100.0
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	90.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 3 Boone and Winnebago Counties Workforce Investment Board	Total Participants Served	Adults 258	
		Dislocated Workers 955	
		Older Youth (19 - 21)	Total Youth 455
		Younger Youth (14 - 18)	
ETA Assigned # 17015	Total Exiters	Adults 141	
		Dislocated Workers 744	
		Older Youth (19 - 21)	Total Youth 284
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	75.0	75.9
	Dislocated Workers	84.0	82.4
	Older Youth		
Retention Rates	Adults	80.0	79.9
	Dislocated Workers	89.0	89.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	9797.9
	Dislocated Workers	15300.0	16284.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	62.0	71.0
Attainment of Degree or Certificate	Youth (14 - 21)	66.0	58.3
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	56.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Exceeded
		X	

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Table O – Local Performance

Local Area Name 4 Northwest Illinois Workforce Investment Board	Total Participants Served	Adults 114	
		Dislocated Workers 535	
		Older Youth (19 - 21)	Total Youth 210
		Younger Youth (14 - 18)	
ETA Assigned # 17020	Total Exiters	Adults 75	
		Dislocated Workers 268	
		Older Youth (19 - 21)	Total Youth 87
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	78.0	80.5
	Dislocated Workers	87.0	86.2
	Older Youth		
Retention Rates	Adults	85.0	92.9
	Dislocated Workers	91.0	91.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15000.0	14589.8
	Dislocated Workers	16500.0	15778.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70.0	67.1
Attainment of Degree or Certificate	Youth (14 - 21)	75.0	75.0
Literacy and Numeracy Gains	Youth (14 - 21)	49.0	40.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 5 River Valley Workforce Investment Board	Total Participants Served	Adults	657
		Dislocated Workers	676
		Older Youth (19 - 21)	Total Youth 379
		Younger Youth (14 - 18)	
ETA Assigned # 17025	Total Exiters	Adults	471
		Dislocated Workers	438
		Older Youth (19 - 21)	Total Youth 291
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	79.0	74.2
	Dislocated Workers	88.0	82.3
	Older Youth		
Retention Rates	Adults	87.0	88.4
	Dislocated Workers	91.0	90.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	14500.0	14378.2
	Dislocated Workers	20000.0	20075.6
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	75.0	76.5
Attainment of Degree or Certificate	Youth (14 - 21)	73.0	78.8
Literacy and Numeracy Gains	Youth (14 - 21)	65.0	77.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 6 DuPage County Department of Economic Development and Planning	Total Participants Served	Adults 223	
		Dislocated Workers 684	
		Older Youth (19 - 21)	Total Youth 322
		Younger Youth (14 - 18)	
ETA Assigned # 17030	Total Exiters	Adults 149	
		Dislocated Workers 455	
		Older Youth (19 - 21)	Total Youth 200
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	77.8
	Dislocated Workers	85.0	82.3
	Older Youth		
Retention Rates	Adults	87.0	86.7
	Dislocated Workers	90.0	95.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15600.0	16023.3
	Dislocated Workers	25000.0	24517.2
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	52.0	67.4
Attainment of Degree or Certificate	Youth (14 - 21)	80.0	83.9
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	72.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 7 Chicago Cook Workforce Partnership	Total Participants Served	Adults	4945
		Dislocated Workers	5103
		Older Youth (19 - 21)	Total Youth 4256
		Younger Youth (14 - 18)	
ETA Assigned # 17035	Total Exiters	Adults	3527
		Dislocated Workers	3704
		Older Youth (19 - 21)	Total Youth 2935
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	72.0	72.7
	Dislocated Workers	80.0	78.6
	Older Youth		
Retention Rates	Adults	82.0	81.5
	Dislocated Workers	87.0	86.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13200.0	13784.7
	Dislocated Workers	18000.0	19534.8
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	68.0	64.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	54.2
Literacy and Numeracy Gains	Youth (14 - 21)	54.0	54.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

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Table O – Local Performance

Local Area Name 10 Workforce Investment Board of Will County	Total Participants Served	Adults 316	
		Dislocated Workers 467	
		Older Youth (19 - 21)	Total Youth 156
		Younger Youth (14 - 18)	
ETA Assigned # 17050	Total Exiters	Adults 100	
		Dislocated Workers 196	
		Older Youth (19 - 21)	Total Youth 105
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	76.0	76.8
	Dislocated Workers	86.0	76.3
	Older Youth		
Retention Rates	Adults	87.0	88.8
	Dislocated Workers	92.0	89.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13300.0	13371.8
	Dislocated Workers	21000.0	20250.9
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	65.0	65.6
Attainment of Degree or Certificate	Youth (14 - 21)	55.0	46.3
Literacy and Numeracy Gains	Youth (14 - 21)	80.0	97.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

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Table O – Local Performance

Local Area Name 11 Grundy Livingston Kankakee Workforce Board	Total Participants Served	Adults228		
		Dislocated Workers273		
		Older Youth (19 - 21)	Total Youth195	
		Younger Youth (14 - 18)		
ETA Assigned # 17055	Total Exiters	Adults93		
		Dislocated Workers151		
		Older Youth (19 - 21)	Total Youth81	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	76.0	70.8	
	Dislocated Workers	85.0	79.7	
	Older Youth			
Retention Rates	Adults	85.0	90.5	
	Dislocated Workers	92.0	87.4	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13800.0	12681.8	
	Dislocated Workers	16800.0	16837.3	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	66.0	67.7	
Attainment of Degree or Certificate	Youth (14 - 21)	70.0	81.6	
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	67.9	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 12 Business Employment Skills Team Inc	Total Participants Served	Adults101		
		Dislocated Workers402		
		Older Youth (19 - 21)	Total Youth173	
		Younger Youth (14 - 18)		
ETA Assigned # 17060	Total Exiters	Adults39		
		Dislocated Workers202		
		Older Youth (19 - 21)	Total Youth34	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	81.0	74.1	
	Dislocated Workers	84.0	71.9	
	Older Youth			
Retention Rates	Adults	87.0	88.5	
	Dislocated Workers	91.0	82.1	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15000.0	15971.9	
	Dislocated Workers	18000.0	16798.7	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	70.0	76.0	
Attainment of Degree or Certificate	Youth (14 - 21)	68.0	80.0	
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	68.4	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

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Table O – Local Performance

Local Area Name 13 Rock Island Tri-County Consortium	Total Participants Served	Adults	99
		Dislocated Workers	322
		Older Youth (19 - 21)	Total Youth 84
		Younger Youth (14 - 18)	
ETA Assigned # 17065	Total Exiters	Adults	69
		Dislocated Workers	126
		Older Youth (19 - 21)	Total Youth 34
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	82.0	78.9
	Dislocated Workers	86.0	70.6
	Older Youth		
Retention Rates	Adults	86.0	87.8
	Dislocated Workers	90.0	79.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12000.0	12826.7
	Dislocated Workers	14750.0	15121.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	63.0	64.8
Attainment of Degree or Certificate	Youth (14 - 21)	80.0	94.1
Literacy and Numeracy Gains	Youth (14 - 21)	60.0	61.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 14 Workforce Investment Office of Western Illinois	Total Participants Served	Adults 78	
		Dislocated Workers 177	
		Older Youth (19 - 21)	Total Youth 81
		Younger Youth (14 - 18)	
ETA Assigned # 17070	Total Exiters	Adults 49	
		Dislocated Workers 168	
		Older Youth (19 - 21)	Total Youth 53
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	82.0	81.3
	Dislocated Workers	86.0	80.7
	Older Youth		
Retention Rates	Adults	87.0	86.7
	Dislocated Workers	90.0	93.9
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12000.0	11040.2
	Dislocated Workers	14750.0	13217.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	63.0	63.2
Attainment of Degree or Certificate	Youth (14 - 21)	80.0	89.7
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	60.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Exceeded
		X	

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Table O – Local Performance

Local Area Name 15 City of Peoria Workforce Development Department	Total Participants Served	Adults	31
		Dislocated Workers	209
		Older Youth (19 - 21)	Total Youth 42
		Younger Youth (14 - 18)	
ETA Assigned # 17075	Total Exiters	Adults	27
		Dislocated Workers	102
		Older Youth (19 - 21)	Total Youth 46
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	83.0	85.7
	Dislocated Workers	86.0	84.0
	Older Youth		
Retention Rates	Adults	90.0	87.0
	Dislocated Workers	92.0	90.7
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13300.0	14724.0
	Dislocated Workers	18400.0	18871.5
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	70.0	83.7
Attainment of Degree or Certificate	Youth (14 - 21)	78.0	78.2
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	66.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 16 Career Link	Total Participants Served	Adults107		
		Dislocated Workers116		
		Older Youth (19 - 21)	Total Youth180	
		Younger Youth (14 - 18)		
ETA Assigned # 17080	Total Exiters	Adults45		
		Dislocated Workers59		
		Older Youth (19 - 21)	Total Youth76	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	82.0	100.0	
	Dislocated Workers	88.0	91.0	
	Older Youth			
Retention Rates	Adults	89.0	100.0	
	Dislocated Workers	91.0	100.0	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16500.0	20708.9	
	Dislocated Workers	18000.0	20481.0	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	70.0	83.9	
Attainment of Degree or Certificate	Youth (14 - 21)	75.0	86.9	
Literacy and Numeracy Gains	Youth (14 - 21)	65.0	87.5	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 17 Champaign Consortium	Total Participants Served	Adults	215	
		Dislocated Workers	129	
		Older Youth (19 - 21)	Total Youth	276
		Younger Youth (14 - 18)		
ETA Assigned # 17085	Total Exiters	Adults	109	
		Dislocated Workers	62	
		Older Youth (19 - 21)	Total Youth	119
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	80.0	76.1	
	Dislocated Workers	87.0	90.6	
	Older Youth			
Retention Rates	Adults	88.0	94.9	
	Dislocated Workers	91.0	90.5	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	14000.0	18489.5	
	Dislocated Workers	15000.0	13211.6	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	70.0	80.6	
Attainment of Degree or Certificate	Youth (14 - 21)	75.0	88.8	
Literacy and Numeracy Gains	Youth (14 - 21)	41.0	40.0	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 18 Vermilion County Job Training Partnership	Total Participants Served	Adults32		
		Dislocated Workers69		
		Older Youth (19 - 21)	Total Youth 31	
		Younger Youth (14 - 18)		
ETA Assigned # 17090	Total Exiters	Adults19		
		Dislocated Workers38		
		Older Youth (19 - 21)	Total Youth 23	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	76.5	90.5	
	Dislocated Workers	88.0	85.1	
	Older Youth			
Retention Rates	Adults	87.0	78.4	
	Dislocated Workers	93.0	90.0	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13600.0	15363.0	
	Dislocated Workers	17500.0	15376.6	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	76.0	75.0	
Attainment of Degree or Certificate	Youth (14 - 21)	80.0	64.3	
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	0.0	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 19 Workforce Investment Solutions	Total Participants Served	Adults	63
		Dislocated Workers	136
		Older Youth (19 - 21)	Total Youth 53
		Younger Youth (14 - 18)	
ETA Assigned # 17095	Total Exiters	Adults	35
		Dislocated Workers	91
		Older Youth (19 - 21)	Total Youth 22
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	70.8
	Dislocated Workers	91.0	89.3
	Older Youth		
Retention Rates	Adults	88.0	100.0
	Dislocated Workers	92.0	93.2
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	14000.0	13155.0
	Dislocated Workers	18400.0	17267.1
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	65.0	64.5
Attainment of Degree or Certificate	Youth (14 - 21)	60.0	55.9
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	63.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Exceeded
		X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 20 Land of Lincoln Workforce Alliance	Total Participants Served	Adults103		
		Dislocated Workers151		
		Older Youth (19 - 21)	Total Youth 73	
		Younger Youth (14 - 18)		
ETA Assigned # 17100	Total Exiters	Adults60		
		Dislocated Workers84		
		Older Youth (19 - 21)	Total Youth 108	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	80.0	91.7	
	Dislocated Workers	89.0	83.9	
	Older Youth			
Retention Rates	Adults	89.0	88.5	
	Dislocated Workers	92.0	88.2	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	16000.0	15655.6	
	Dislocated Workers	16400.0	13551.5	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	68.0	64.8	
Attainment of Degree or Certificate	Youth (14 - 21)	76.0	75.3	
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	78.8	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 21 West Central Development Council Inc	Total Participants Served	Adults71		
		Dislocated Workers200		
		Older Youth (19 - 21)	Total Youth 81	
		Younger Youth (14 - 18)		
ETA Assigned # 17105	Total Exiters	Adults27		
		Dislocated Workers122		
		Older Youth (19 - 21)	Total Youth 64	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	83.0	93.8	
	Dislocated Workers	86.0	80.0	
	Older Youth			
Retention Rates	Adults	87.0	83.3	
	Dislocated Workers	91.0	89.7	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	14000.0	15832.0	
	Dislocated Workers	15000.0	16021.1	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	65.0	79.5	
Attainment of Degree or Certificate	Youth (14 - 21)	62.0	65.9	
Literacy and Numeracy Gains	Youth (14 - 21)	56.0	60.0	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 22 Madison County Employment and Training Department	Total Participants Served	Adults120		
		Dislocated Workers185		
		Older Youth (19 - 21)	Total Youth104	
		Younger Youth (14 - 18)		
ETA Assigned # 17110	Total Exiters	Adults73		
		Dislocated Workers107		
		Older Youth (19 - 21)	Total Youth34	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	79.0	71.4	
	Dislocated Workers	85.0	87.0	
	Older Youth			
Retention Rates	Adults	87.0	96.5	
	Dislocated Workers	91.0	94.5	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	15500.0	16562.0	
	Dislocated Workers	20000.0	20363.0	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	68.0	75.0	
Attainment of Degree or Certificate	Youth (14 - 21)	75.0	80.0	
Literacy and Numeracy Gains	Youth (14 - 21)	60.0	70.0	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 23 Illinois Eastern Community Colleges	Total Participants Served	Adults166		
		Dislocated Workers389		
		Older Youth (19 - 21)	Total Youth188	
		Younger Youth (14 - 18)		
ETA Assigned # 17115	Total Exiters	Adults124		
		Dislocated Workers246		
		Older Youth (19 - 21)	Total Youth92	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	81.0	77.8	
	Dislocated Workers	88.5	86.4	
	Older Youth			
Retention Rates	Adults	89.7	92.3	
	Dislocated Workers	91.0	93.2	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12600.0	12546.8	
	Dislocated Workers	14000.0	14519.9	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	75.0	77.0	
Attainment of Degree or Certificate	Youth (14 - 21)	68.0	63.6	
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	75.9	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 24 St Clair County Intergovernmental Grants Department	Total Participants Served	Adults201		
		Dislocated Workers196		
		Older Youth (19 - 21)	Total Youth144	
		Younger Youth (14 - 18)		
ETA Assigned # 17120	Total Exiters	Adults164		
		Dislocated Workers150		
		Older Youth (19 - 21)	Total Youth149	
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	77.0	84.5	
	Dislocated Workers	86.0	89.1	
	Older Youth			
Retention Rates	Adults	87.5	93.8	
	Dislocated Workers	91.0	95.5	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12800.0	12704.4	
	Dislocated Workers	17800.0	17990.4	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	80.0	93.8	
Attainment of Degree or Certificate	Youth (14 - 21)	74.0	97.8	
Literacy and Numeracy Gains	Youth (14 - 21)	60.0	72.7	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 491), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).

Table O – Local Performance

Local Area Name 25 Man-Tra-Con Corporation	Total Participants Served	Adults	327	
		Dislocated Workers	321	
		Older Youth (19 - 21)	Total Youth	191
		Younger Youth (14 - 18)		
ETA Assigned # 17125	Total Exiters	Adults	216	
		Dislocated Workers	125	
		Older Youth (19 - 21)	Total Youth	105
		Younger Youth (14 - 18)		
Reported Information		Negotiated Performance		Actual
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rates	Adults	77.0	71.2	
	Dislocated Workers	84.0	86.3	
	Older Youth			
Retention Rates	Adults	88.0	84.4	
	Dislocated Workers	91.0	98.2	
	Older Youth			
	Younger Youth			
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	12000.0	11508.4	
	Dislocated Workers	13800.0	14129.0	
	Older Youth			
Credential/Diploma Rates	Adults			
	Dislocated Workers			
	Older Youth			
	Younger Youth			
Skill Attainment Rate	Younger Youth			
Placement in Employment or Education	Youth (14 - 21)	64.0	68.2	
Attainment of Degree or Certificate	Youth (14 - 21)	70.0	69.7	
Literacy and Numeracy Gains	Youth (14 - 21)	70.0	70.8	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

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Table O – Local Performance

Local Area Name 26 Southern 14 Workforce Investment Board Inc	Total Participants Served	Adults	115
		Dislocated Workers	113
		Older Youth (19 - 21)	Total Youth 118
		Younger Youth (14 - 18)	
ETA Assigned # 17130	Total Exiters	Adults	56
		Dislocated Workers	52
		Older Youth (19 - 21)	Total Youth 50
		Younger Youth (14 - 18)	
Reported Information		Negotiated Performance	Actual
Customer Satisfaction	Program Participants		
	Employers		
Entered Employment Rates	Adults	81.0	82.9
	Dislocated Workers	85.0	86.0
	Older Youth		
Retention Rates	Adults	88.0	91.8
	Dislocated Workers	91.0	92.5
	Older Youth		
	Younger Youth		
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13100.0	15096.3
	Dislocated Workers	14600.0	16563.0
	Older Youth		
Credential/Diploma Rates	Adults		
	Dislocated Workers		
	Older Youth		
	Younger Youth		
Skill Attainment Rate	Younger Youth		
Placement in Employment or Education	Youth (14 - 21)	73.0	62.3
Attainment of Degree or Certificate	Youth (14 - 21)	83.0	72.7
Literacy and Numeracy Gains	Youth (14 - 21)	57.0	50.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Exceeded
		X	

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